

# News & Views online

Vol. 62 No. 3, March 2005

The monthly employee newsletter of the West Virginia Bureau of Employment Programs ♦ Available online at [www.wvbep.org/bep/](http://www.wvbep.org/bep/)

## Home At Last

For the past year and a half, Bob Powell has lived a life of upheavals and moves. The story began when Bob was selected to remain as public information specialist for BEP when the BEP/WCC split took place. After a very short time trying to learn about his new duties and work environment, Bob was then called to active duty with his National Guard unit, the 196<sup>th</sup> Mobile Public Affairs Detachment. Within a short time,

*News&Views photo by Richard Westfall*



*Powell, right, with Deputy Commissioner Mark Miller, enjoying a breakfast reception held in honor of his safe return from Iraq and subsequent return to work.*

tion and gifts. Bob happily took part in the festive occasion, bravely accepting gag gifts from staff. He received a box of 64 crayons with which to reacquire his skill working with

*Photo courtesy of Chip Ellis, Charleston Newspapers*



*Bob Powell's return: Powell, shown hugging sister-in-law Susan Arthur, pictured with wife, Vicki, and son, Alex. Not pictured is Powell's older son,*

ics. He was also gifted with a bottle of analgesics for tension headaches for putting up with his close coworkers, a bag of chocolate kisses to help him kiss up to his boss and, in case of desperate times, a tube of Chapstick for the big kiss-up jobs. His final gift was that of an MRE (Meals Ready to Eat—military terminology) to have for his breakfast as everyone else feasted on homemade biscuits, gravy, eggs, sausage, bacon, breakfast casseroles, breakfast pastries, fruit and other assorted breakfast foods and beverages. Though he was torn by choice, Bob finally decided to forgo the MRE and join his coworkers eating the fresh foods.

All humor aside, everyone in FAM was happy to see Bob return. Those who know Bob were glad to see his smiling face. And, since he was still pretty new to the division, other employees were glad to finally meet him after helping stuff a couple of goodie boxes that the division mailed to Iraq for Bob and his fellow soldiers, and hearing of his exploits from the FAM Policy and Communications staff, who occasionally received short messages from Bob via e-mail.

Bob lives in Charleston with his wife, Vickie, and his two sons, Taylor and Alex. He has been with BEP since March 2000 and is currently part of the FAM Policy and Communications staff.

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### *Coming next month. . .*

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Bob found himself in Tikrit, Iraq, Saddam Hussein's hometown. For more than a year, Bob served in Tikrit, working out of an office in one of Saddam's palaces. Though the city was relatively calm, danger was ever present.

On March 7, the Fiscal and Administrative Management Division welcomed Bob home with a breakfast recep-

Feminism is the radical notion that women are human beings.  
—Cheris Kramerae

I myself have never been able to find out precisely what feminism is: I only know that people call me a feminist whenever I express sentiments that differentiate me from a doormat.  
—Rebecca West

## House Approves Bill To Reauthorize And Reform WIA

The House recently approved bill H.R. 27 on a party-line vote (224-200) to reauthorize and reform the Workforce Investment Act. Debate on the bill lasted about two hours with all amendments considered on the floor raised by members of the Minority party. As in the panel mark-up sessions held the month before, debate over allowing religious organizations that receive federal funds for the administration of WIA programs to hire individuals on the basis of religion took most of the allotted floor time. Each amendment offered by the Minority party was voted down on a largely party-line vote. The bill approved by the House and sent to the Senate is identical to the bill approved on February 16 by the House Education and the Workforce Committee.

The following paragraphs summarize information appearing in the February 8, 11 and 18 Workforce Bulletins to highlight notable provisions in H.R. 27. H.R. 27 would consolidate the WIA Adult, WIA Dislocated Worker and Employment Service funding streams into a single consolidated grant, distributed by formula to states and localities. H.R. 27 includes language to change the distribution of consolidated WIA Adult, WIA Dislocated Worker and Wagner-Peyser block grants from the proposal submitted by the Administration last session. The bill would allocate 50 percent of the total distribution to states and 50 percent to localities. However, 50 percent of the state allocation is required to go to the local areas for the delivery of core services and to support state staff members who provide core services in agreement with local boards.

- H.R. 27 does not include parts of the Administration's proposal to give governors local area designation authority, state block grant consolidation, or full waiver authority for USDOL. The legislation does not specify one-stop partners' contributions in support of the one-stop infrastructure. The legislation specifies a portion of the funds by each one-stop partner is to be determined by the Governor, after consultation with the State Board. The House bill would remove the calculation of program efficiency as a core indicator of performance for both adult and youth programs and would require states report on the cost per participant. Eligibility for WIA Youth services is further clarified—out-of-school youth who have finished high school and have low basic skills can be eligible for participation as long as they are not attending school. The bill would eliminate the requirement of governors to designate a single state agency for management of the Labor Market Information System.
- The bill would create authority in the demonstration section of WIA to authorize the USDOL to award community-based job training grants with available funding. The Congress appropriated \$250 million for this initiative in its FY 2005 spending bill, available beginning July 1, 2005. Through the demonstration, the Secretary of Labor will award competitive grants to community

colleges or a consortium of community colleges that will work in conjunction with the local workforce investment system and a business or businesses in a qualified industry. Grants awarded under the demonstration would be available for: the developing of rigorous training and education programs; training workers in the skills and competencies needed to obtain or upgrade employment in high-growth, high-demand occupations; disseminating information on high-growth, high-demand occupations; placing trained individuals in new jobs; and increasing the integration of qualified training providers with the activities of businesses and the one-stop delivery system to meet training needs.

- The bill would require state plans to describe how individuals with limited English proficiency will be served and ensuring English as a second language courses are offered to individuals otherwise limited by English-based training. The bill would require the Secretary of Labor submit to the House Committee on Education and the Workforce and Senate Committee on Health, Education, Labor and Pensions the summary of each states quarterly financial reports submitted to governors. The bill gives priority for the awarding of competitive grants to train "realtime writers." A "realtime writer" is someone who assists the hearing impaired by providing the script for closed captioning of video programming.
- The bill adds service to veterans with disabilities as an indicator of one-stop performance. Finally, the legislation includes language to require the promotion of microcredit loans and to establish business partnership grant demonstration projects. The business partnership grant demonstration projects add to the US Secretary of Labor's demonstration projects by authorizing up to 10 competitive grants per year to expand "sector-focused training and workforce development in high growth, high wage industry sectors." Eligible grant recipients would be businesses or business consortia.

Additional information and views on the provisions in H.R. 27 are available in a recently released House report (109-9). Beginning on page 64 of the report is a summary of H.R. 27 including additional details on each of the amendments adopted by the House and viewpoints from both parties on key provisions. House Report 109-9 and H.R. 27 as approved by the House are available on the Workforce ATM by selecting WIA Reauthorization in the Subject Locator.

## Senate Consideration Of WIA Bill Could Begin In April

A spokesman for Senator Michael Enzi (R-WY), Chairman of the Senate Health, Education, Labor and Pensions Committee said this week the Senate panel responsible for reauthorizing WIA will hold its mark-up in the next two-months. Given there

**continued on page 3**

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are only two Congressional session weeks remaining in March, and Senator Enzi has yet to formally introduce his WIA reauthorization legislation, consideration of a Senate WIA bill in April is more likely. The Senate Majority Party leadership introduced S. 9 the last week of January containing language to reauthorize WIA and a myriad of other programs, but the Senate is more likely to move a separate bill containing only WIA provisions that has yet to be introduced. Senators Enzi and Kennedy (D-MA) are reportedly working on a bi-partisan bill with the hope the balance reached last session may be again repeated.

**Governors Approve New Workforce Policy**

The National Governors' Association approved a new workforce policy this week establishing the influential group's commitment to strengthen the nation's workforce development system. The new NGA policy is effective through the winter meeting held in 2007. The policy supports an increase in the federal investment in WIA programs and supports increased state level flexibility to pool WIA, higher education, Temporary Assistance for Needy Families, and other sources of federal training money. With regards to mandatory partner contributions to the one-stop system, the policy recommends federal partner agencies develop a joint initiative to align federal regulations to consistently encourage support for and participation in the one-stop centers.

The NGA policy addresses the recent concern raised by the Administration over the number of individuals receiving training by requesting the USDOL work with governors to issue clarifying guidance to ensure enrollment in training is not blocked by a rigid application of WIA eligibility criteria for intensive services and training. The NGA policy indicates WIA should not mandate the amount of youth funding that must be spent on out-of-state or in-school youth. Further, the NGA policy asks the Congress to encourage the USDOL to coordinate with governors when working with a state's business community. The NGA policy is available on the Workforce ATM.

*News&Views online* is published by the Policy and Communications Section of the Fiscal and Administrative Management Division of the W.Va. Bureau of Employment Programs.

Joe Manchin III, Governor  
 Donald H. Pardue, Acting Commissioner  
 Mark Miller, Deputy Commissioner of Administration  
 Judith L. Howard, Editor  
 Contributors include: Janie Claytor-Woodson, Linda Cooper, Brenda Goodall, Eva Hardman, Mark Miller, Mike Moore, Bob Powell, David Ranck, Wanda Smith, and Richard Westfall

Deadline for *News&Views online* is the 1st day of the month.

**ENOD**

For the past several months, the title acronym has found its way into *News&Views online* in the oddest of places and positions. It is now time to unveil ENOD and the benefits it offers us as state workers.

ENOD stands for Electronic Notification Of Deposit. In a program recently rolled out by the Auditor's Office, we will now be able to access our pay information via the Internet. By going to <https://www.wvauditor.com/vista/login.asp>, you can now use your ES# and mainframe password to access your private information. You will be able to view your recent W-2 information, past payday records and current pay records. Information concerning pay records will be available via this method 3-4 days prior to each actual payday, giving you a heads-up on check amount, deductions, direct deposit amounts, and any other information that would be on your current pay statement or check stub.

Once ENOD has been fully implemented, the Auditor's Office will slowly begin phasing out the paper pay statements and paper checks. The idea is to make your personal information more secure by eliminating the number of hands (people) your pay information passes through. With a traditional paycheck or pay statement, the check/statement is printed on a high-speed printer, operated by a person. Next, it is taken to the post office by one or more other people. Once in the postal system, two to three more people may handle the check before it reaches your mailbox, which is generally located in a less-than-secure environment at the street or on the side of your house. When you receive your pay statement, generally you log the information and then file the statement. With a check, the information continues to pass through the hands of people associated with your banking institution. No less than seven people will handle that check, and you are counting on the fact that all of them are honest, trustworthy citizens.

Now, let's consider ENOD. Hmm, the information is in the Auditor's computer system as sent by our Payroll Unit and then it is electronically transferred to your financial institution's computer. Your information is available only to you and your Payroll Administrator to view via Internet. Sound safer? You bet it does. In these days of stolen identity, mail theft and fraud, ENOD is the answer to your privacy and security concerns.

For those not currently using direct deposit, sign-up forms are available at <http://www.wvauditor.com/ecom/evendor.asp> or from the Payroll Unit. If you do not have an ES#, you may access the website by following the directions for first time sign-in on the login page. Go to the website today and check it out. Don't forget to bookmark the site so you can easily access your information.

Last week I stated that this woman was the ugliest woman I had ever seen. I have since been visited by her sister and now wish to withdraw that statement.

—Mark Twain

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



Marco Zappala  
Martinsburg Job Service

“Thank you for your services—your employees have been very professional and helpful. Thanks

A Veteran Client

Valerie Comer, Acting Director  
Employment Service Division

Recently, we had conducted a series of 10 interviews at the Martinsburg Job Service. We wanted you to know how appreciative we are of the outstanding job the staff did to help us. They went above and beyond our expectations to make sure our needs were met. They worked with us in a manner that demonstrated the true meaning of the word teamwork—our goal became their goals. It is this kind of help and professionalism that makes our job a lot easier.

Leading this dedicated team was Barbara Henderson and Marco Zappala. They both exhibited leadership at its highest form, making it very enjoyable to work with the Martinsburg office. I just thought you should know what kind of representation your staff is providing. The entire staff should be commended for a job well done. Working with them has proved to be a rewarding experience. We look forward to working with them again in the near future.

Mark Taylor, Senior Supervisor  
Action Facility Management, Inc.



### To the Rescue

Evangeline Vanorsdale stopped by the WORKFORCE West Virginia Martinsburg Job Service in late January to thank the staff for all they did for her daughter, who suffered a severe diabetic episode in the resource area of the One-Stop. A customer service employee called 911 and got Job Service employees into action, when they noticing the client passing out. A diabetic JS employee, took blood sugar readings and confirmed extremely low blood sugar. Another employee comforted the client with a cooling towel and kept her head elevated until rescue personnel arrived. Efforts to give the customer orange juice were not necessary because the rescue unit quickly arrived. Vanorsdale just wanted to make sure everyone who helped out was thanked. Medical professionals at the hospital had told her that had it not been for the fast action of the job service personnel, her daughter could have died. Vanorsdale was grateful for our action.

News&Views photo and story by Richard Westfall



Front from left: Judy Smith, Linda Bunnell, Kathy Layne, Maxine Rockhold. Back from left: Debra Buckley, Angela Palmer, Nancy Webb, Sally Schoolcraft, Criss McCauley

Big responsibilities and big hearts characterize the Parkersburg Unemployment Compensation office. Office manager Criss McCauley and eight staff are responsible for and serve customers coming from Calhoun, Ritchie, Roane, Jackson, Wirt, Wood, Pleasants, Doddridge, Gilmer, and Tyler counties, even though some other offices are designated to cover some of these areas. From their Lakeview Plaza office, staff also conducts itinerant services in Grantsville (Calhoun County) and Spencer (Roane County) alternating each Wednesday.

In the recent past, this office has been involved with 16 TAA or ATAA petitions, 12 of the businesses involved completely closed, giving them one of the highest incident rates of plant closings in the state. Obviously, with these closings on top of normal unemployment claims and seasonal layoffs, the staff of Parkersburg UC has shouldered a large workload. The teamwork and caring for their customers is most evident when visiting their office.

McCauley says that he believes he has the best staff in the state. He also pointed out that the caring doesn't end at the door of their office. Every Friday, Parkersburg UC staff contributes a dollar to charity.

With great assistance from staff of the Parkersburg Job Service, they also hold a hot dog sale every now and then and put the proceeds in the charity pot. Staff from both JS and UC donates all food. They just recently held one such sale and raised \$135. With the money raised, the unemployment office has sponsored families in the Secret Santa program. The last two years they have donated about \$650 to each family. This year they were able to buy presents for four children in one family at a cost of \$125 for each child. They did the shopping and the remaining \$50 was given to the family in the form of a gift certificate for a local grocer.

McCauley states, “We challenge any other office to do the same fundraising! It only costs about \$4.00 per month.” Since the 90s the office has donated several thousand dollars to various charities.

Employees of the Parkersburg Unemployment Compensation office show with their hard work that they truly care for their customers and have benevolence for their community.

News&Views photo by Bob Powell



From left: Linda Reaser, Ed Knapp, Mike Moore and Teresa Smith

Usually when a unit is profiled, *News&Views* provides a photo of all employees working in that unit, but that is difficult to accomplish with the UC Field Audit staff—they are rarely all in the same city at the same time in the same place. Of the nine auditors and three support staff, only five of them work out of the Charleston area.

Mike Moore manages the group, which is part of UC Audits and Compliance, with the help of his long-time assistant, Linda Meadows Reaser and supervisor Ed Knapp. Auditors Teresa Smith and Dani Asseff are stationed in Charleston. The seven remaining auditors and their duty stations are: Tom Andrews, Wheeling; Lesa Breeding, Huntington; Ray Cloney, Logan; Rosemary Davis, Elkins; Melissa Henard, Morgantown; Lynn Hutchison, Beckley; and, David Lubic, Martinsburg.

When performing audits, the field auditors check an employer's payroll for proper reporting, look for unreported wages, determine proper tax payments and try to collect any monies owed when possible. They also work with the IRS on a crossmatch program that matches up wages reported to the IRS for Federal Unemployment Tax Act with the wages reported to the state. During the course of a year, it is not unusual for the group to have completed 1,000 audits and 700 FUTA crossmatch assignments. If that isn't enough, the auditors also work closely with the Compliance Unit on collecting delinquent accounts.

Moore says he is proud of the work goals accomplished by his group. "Out of three federal performance measures that involve audits, we have ranked in the top 5 in at least two of the areas," he continued, "We consistently rank high in percentage of employers audited and percentage of reported wages audited. I am quite proud of that fact since we are continuing to produce top-ranked numbers as our staff of auditors has dwindled from 17 to nine."

Moore has a right to be proud of his staff. Once or twice in the past five years, they have achieved best in the nation ranking in one or both of those measures.

## Rose Snodgrass honored at retirement



After nearly 20 years of service, Frances Rose Snodgrass, (left) interviewer with the Parkersburg Job Service, retired on January 31. Rose spent most of her years with the Bureau in the job training arena, under JTPA and WIA.

Staff gathered at a local restaurant to bid her farewell, and a reception was held in the Parkersburg Job Service office for her. She was presented with a scrapbook with photos of her days in the Parkersburg Job Service.

Rose has no formal plans after retirement, but the staff of the Parkersburg office sincerely hopes she continues using her talents as a wonderful cook. Her coworkers hope that she visits them often, and have even provided her with a menu of dishes they find particularly tasty.

Joe Baldwin (right) and the staff of the Parkersburg Job Service stated they will miss Rose's hard work and winning attitude and wish her well on her future endeavors.



photo by Richard Westfall

## Getting more efficiency out of women employees

This is an actual excerpt from the July 1943 issue of *Transportation Magazine*. It was written for male supervisors of women in the work force during World War II, explaining how to "select the most efficient women available and how to use them to the best advantage."

- Pick young married women. They usually have more of a sense of responsibility than their unmarried sisters, they are less likely to be flirtatious, they need the work or they wouldn't be doing it, they still have the pep and interest to work hard and to deal with the public efficiently.

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## March Calendar of Events

**International Listening Awareness Month.** March 1–31. Dedicated to learning more about the impact that listening has on all human activity.

**International Mirth Month.** March 1–31. To show people how to use humor to deal with not-so-funny stuff.

**National Caffeine Awareness Month.** March 1–31. To reduce dependency on caffeine through education.

**National Chronic Fatigue Syndrome Awareness Month.** March 1–31. To raise awareness of CFS, also known as “the thief of vitality.”

**National Colorectal Cancer Awareness Month.** March 1–31. To generate widespread awareness about colorectal cancer and to encourage people to learn more about preventing the disease through a healthy lifestyle and regular screening.

**National Talk to Your Teen About Sex Month.** March 1–31. To encourage frank talk with teenagers about sex.

**Poison Prevention Awareness Month.** March 1–31. To raise awareness about accidental poisoning and how to prevent it.

**Red Cross Month.** March 1–31. To make the public aware of Red Cross services in local areas.

**National Women’s History Month.** March 1–31. A time for re-examining and celebrating the wide range of women’s contributions and achievements that are too often overlooked in America.

**National Animal Poison Prevention Week.** March 20–26. The ASPCA sponsors this week to educate Americans about common household products, plants and foods that can be dangerous or even deadly to pets.

**Saint Patrick’s Day.** March 17. Commemorates the patron saint of Ireland, Bishop Patrick, who in and around 432 C.E. introduced Christianity into Ireland.

**Purim.** March 24. Feasts, gifts, charity and the reading of the Book of Esther mark this joyous commemoration of Queen Esther’s intervention in the 6th century B.C.E. to save the Jews of ancient Persia.

**Easter Sunday.** March 27. A Christian festival that commemorates the resurrection of Christ.

## 10 ways to tell a redneck has been working on a computer...

1. The monitor is up on blocks.
2. Outgoing faxes have tobacco stains on them.
3. The six front keys have rotted out.
4. The extra RAM slots have Dodge truck parts installed in them.
5. The numeric keypad only goes up to six.
6. The password is “Bubba.”
7. The CPU has a gun rack mount.
8. There is a Skoal can in the CD-ROM drive.
9. The keyboard is camouflaged.
10. The mouse is referred to as a “critter.”



—from computerhumour.com

## The Origin Of The Easter Celebration

Long before Easter became associated with the Christian traditions that we are familiar with, it was a spring festival celebrated in many parts of the world. The tradition is associated with the vernal equinox and the sun, and was based on a lunar calendar. The origin of the word “Easter” comes from the Saxon “Eostre,” who was a Germanic goddess of measuring time and spring (and she is the Saxon counterpart for the goddess of the moon in Phoenicia named Astarte). The ancients used the moon to measure time. When Christianity began to spread, it took over many of the older traditions and festivals that had been celebrated by pagan religions. It was already connected to the concepts of renewal and rebirth, and so it was a good fit for the story of the resurrection of Christ.

## Governor’s Summer Internship Program

The Governor’s Internship Program is an extraordinary learning experience for college students in West Virginia. Since its creation in 1989, more than 1,200 students have participated in rewarding internship experiences in West Virginia. Private businesses, non-profit organizations and government agencies may host interns.

The Governor’s Internship Program offers high-achieving college students the opportunity to step beyond the classroom into the world of experiential learning by participating in coordinated internships in private businesses, non-profit organizations, and government agencies. Students gain knowledge of the real world work environment, learn valuable communication and leadership skills, obtain experience and gain references for the future. Students may also use the internship experience to evaluate current and future career choices.

This year, BEP will not be participating in any summer intern programs due to current austerity measures, but if you should know of an interested party, please share the following information with them.

Application deadline for the Governor’s Internship Program is April 30. Employers wishing to hire an intern must sign up by April 30 and Student Internship Applications must also be received that date. The Governor’s Internship Program is coordinated by the West Virginia Division of Personnel and the West Virginia Department of Education and the Arts. For more information, go to <http://www.wvgip.org/>.

## Be a lifelong learner

Are you set in your ways? If you are, you might want to shed that personality trait and take a class in something you’ve always had the desire to learn, but never have. Take piano lessons, a knitting class or a foreign language course. Why? Because cultivating the mind cultivates flexibility. And having a flexible mind is a good thing. Research has shown that learning new skills or indulging in interests throughout life helps build brain connections—and that keeps the mind sharp. So go ahead and sign up for that Mandarin or astronomy class and be a lifetime learner.

—adapted from Yoga Journal

I always wanted to be somebody, but now I realize I should have been more specific.

—Lily Tomlin

February Employees of the Month



With her first year of employment with the Bureau securely behind her, Vicki Moran has already made an indelible mark at the Morgantown JS office. As a front-desk employee, Vicki has the responsibility to discern the services her customer requires and then provide the service or refer the customer to appropriate staff. Vicki many times anticipates the customer's needs. In doing so, she incorporates her knowledge and experiences to provide superior customer service. Not only does she take care of the walk-in customers, but she also contacts employers to explain the office's function and solicit job orders. According to nomination documentations, "She consistently takes on more than her fair share, being

conscious of her coworkers' workload. She never complains about the stress or implies that others are not doing their fair share of the work." Vicki participates in all office activities, works over when necessary and requires little in the way of supervision. Her work ethic and positive attitude are superlative.

Rita Wiseman is one of the quiet forces within the agency who accomplishes much, but rarely makes a splash outside the RIA Division. She has a ready smile, a committed work ethic and a volunteer for addition projects. Rita is responsible for compiling Mass Layoff reports and compiling all publications released by RIA. She also does the mapping and geocoding of the ES202 data. According to nomination documentation, "Rita has a passion for helping the community and brings this same passion into the office by always participating in office events." Rita has helped raise money for several causes including the WVSECC, food and gifts for veterans and she is one of the first to organize a bake sale whenever a need arises in the community. Rita has a little helper in the form of her granddaughter for whenever she does gardening work or just plays. With pride, Rita always ensures that her work is accurate and correct before releasing it or having it published. She is an example for all to emulate in being a great coworker.



With pride, Rita always ensures that her work is accurate and correct before releasing it or having it published. She is an example for all to emulate in being a great coworker.

Most people in BEP know Randy Bare by name if not by sight. If your office has ever moved, had maintenance problems, needed telephones moved or replaced, ordered supplies, received mail or reserved a state vehicle, you have drawn upon services under Randy's management. In his nearly 16 years with the agency, Randy has always stepped forward to assist his employees with tasks at hand, whether it be moving furniture, unclogging a drain or procuring supplies and equipment. Anytime an office moves, Randy negotiates the leases and formulates a safe, customer-friendly, office design. According to nomination documentation, "He is



always positive about what he's doing while respecting others around him. He demonstrates patience, cooperation and accountability in his actions." A retired Marine, Randy is also very active in his personal life with many veterans' groups, working to protect the rights and services for West Virginia's veterans. He loves photography, snapping pictures at work or home. He is married, has two grown sons and one grandson, Trey, who is Randy's best buddy.



## In Memoriam

James A. Jones Jr., father of ES Employment Programs Unit's Sherron Jones, died February 22 in Charleston.  
Dora Ellen Shannon, mother of UC Employer Audit's Dave Shannon, died February 25 in Charleston.

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- When you have to use older women, try to get ones who have worked outside the home at some time in their lives. Older women who have never contacted the public have a hard time adapting themselves and are inclined to be cantankerous and fussy. It's always well to impress upon older women the importance of friendliness and courtesy.
- General experience indicates that "husky" girls—those just a little on the heavy side—are more even tempered than their underweight sisters.
- Retain a physician to give each woman you hire a special physical examination—one covering female conditions. This step not only protects the property against the possibilities of lawsuit, but reveals whether the employee-to-be has any female weaknesses which would make her mentally or physically unfit for the job.
- Stress at the outset the importance of time—the fact that a minute or two lost here and there makes serious

inroads on schedules. Until this point is gotten across, service is likely to be slowed up.

- Give the female employees a definite daylong schedule of duties so that they'll keep busy without bothering the management for instructions every few minutes. Numerous properties say that women make excellent workers when they have their jobs cut out for them, but that they lack initiative in finding work themselves.
- Whenever possible, let the inside employee change from one job to another at some time during the day. Women are inclined to be less nervous and happier with change.
- Give every girl an adequate number of rest periods during the day. You have to make some allowances for feminine psychology. A girl has more confidence and is more efficient if she can keep her hair tidied, apply fresh lipstick and wash her hands.
- Be tactful when issuing instructions or in making criticisms. Women are often sensitive; they can't shrug off harsh words the way men do. Never ridicule a woman—it breaks her spirit and cuts off her efficiency.
- Be reasonably considerate about using strong language around women. Even though a girl's husband or father may swear vociferously, she'll grow to dislike a place of business where she hears too much of this.
- Get enough size variety in operator's uniforms so that each girl can have a proper fit. This point can't be stressed too much in keeping women happy.

### **West Virginia Bureau of Employment Programs**

112 California Avenue  
Charleston, West Virginia 25305-0112

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**RETURN SERVICE REQUESTED**