



Date	Time/Location	Agenda	Attend	Notes
January 7, 1998	Time: 8-10am Location:	Agency Updates General Business Speaker, Shawn Lewis, Fraud Specialist with the Office of the State Auditor	15	41 agencies interested in participating in AA 1-4 class review. Correspondence Guidelines Committee – EAG members may be asked by Governor's office to update guidelines. Fall Conference Committee – Announced date for the 1998 EAG Fall Conference, Wednesday, October 28 from 8:30 – 4 in the L&I conference rooms. Planning – upcoming agenda items will include conference planning team and nominating committee. Legislative information – For agencies not using LegLink, up-to-date legislative information available on the internet. Contact the Chief Clerk's office if trouble accessing. Roundtable – how to address the issue of perfume allergies in the work place.
Feb. 4, 1998	Time: 8-10am Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	General Business Speaker, Four Department of Licensing employees present information on the Kaizen Event (Kaizen event is described as "a cross- functional team empowered by management to study, identify and immediately implement improvements to a pre-defined process"	14	Correspondence Guidelines Committee – reported that the document is available on disk through Central Stores Update on the Admin Asst 3-5 study Governor's office requested thorough editing of any correspondence being prepared for the Governor's signature to eliminate all grammar errors and typos.
March 4, 1998	Time: 8-10am Location:	General Business Guest Speaker, David Hastings from State Archives led EAG members on a tour of the facility	14	Distributed information on the DOP recommendations for changes to the AA 4 & 5 classes. Two levels of work have been identified and class titles of Management Assistant 1 & 2 are being suggested. EAG members expressed concern that changes may not accurately reflect job responsibilities of employees in the classes, including confidentiality and the ability to use good judgment when dealing with staff and the public.
April 1, 1998	Time: 8-10am Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	General Business Review of proposed agenda for June training and planning session Guest speaker, Evelyn Yenson, Director of the	18	Shared Leave requested for an EA DOP admin assistant class study put on hold as they received many comments and concerns about the proposed changes and will continue to work on a more acceptable plan. June training and planning session, all day event scheduled for Wednesday, June 3 at St. Placid's Priory in Lacey. Plans include presentations by Debbie Rough-Mack

Date	Time/Location	Agenda	Attend	Notes
		Department of Licensing shared her observations of the Locke administration and responded to questions regarding her career path.		and Wendy Fraser; proposed speakers/topics for next year's monthly meetings, and planning details for the fall conference. The costs, including continental breakfast and lunch, will be \$20.
May 6, 1998	Time: 8-10am Location: Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	General Business Guest Speaker, Meg Grimaldi, Executive Secretary of the Executive Ethics Board	18	Shared leave requested for an EA Election of officers including Co-Chairs
June 3, 1998	Time: 8-10am Location: St Placid's Priory, Lacey, WA	Annual Training and Planning Meeting Guest Speaker, Debbie Rough-Mack, Department of Personnel, presented a session on "Transforming Pain into Personal Power: Developing the Roots of Resiliency." Guest Speaker, Wendy Fraser, Department of Revenue, led several group activities to demonstrate leadership, communication, and teamwork.	23	Review of the EAG brochure, Mission statement, goals, future of EAG, monthly programs, and the 1998 fall conference.  The word "executive" was inserted into the Mission Statement to be consistent with the language in Goal II, so that both would read "executive administrative support personnel." In Goal I, it was decided to remove "co-" from "co-sponsor" inasmuch as we plan to sponsor future fall conferences without assistance from the Department of Personnel. Agreed to remove "Publish EAG Announcements."  Correspondence Guidelines – will not be necessary to update them at this time. The Governor's office issued a memorandum stating that correspondence guidelines would remain the same.  A decision was made to hold monthly meetings at the same time, frequency, and location.  Because there is seldom enough time to discuss issues of common interest, a suggestion was made to develop a list of issues from which to choose one each month for discussion.  A phone list was routed to attendees to make any changes needed.  Discussion about whether or not to hold next year's Spring Training and Planning Event at Fort Worden as some in the past as a two-day event.  Draft copies of the fall conference program were distributed. A decision was made to hold three workshops in the morning and two in the afternoon with a humorous lunch speaker. The theme was adopted "Pathways...Where do we go from here?". Registration fee was raised to \$40 per person.
Aug. 5, 1998	Time: 8-10am Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	General Business Guest Speaker, Ellen O'Brien Saunders, Executive Director of the Workforce Training and Education Coordinating Board.	14	The group approved moving its checking account from SeaFirst to Washington State Employees Credit Union and it will have dual signatures.  A member was thanked for donating a package of name tags for future use. Previous minutes amended to state that "We discussed the Correspondence Guidelines and we will be updating them."
Sept. 2, 1998	Time: 8-10am	General Business	13	Suggested to identify training opportunities for group members as well as a way to

Date	Time/Location	Agenda	Attend	Notes
	Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	Speaker, Anne Levinson, Chairwoman of the Utilities and Transportation Commission.		mentor other executive support personnel. Members offered to host the December meeting by providing coffee and special treats, and suggested having a gift exchange instead of the usual program. Consultant Reba Jean Cain offered to give a free marketing presentation to the group to become better known as a meeting facilitator. A sign-up sheet for fall conference volunteers was circulated.
Oct. 7, 1998	Time: 8-10am Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	General Business Roundtable	12	The treasurer reported that EAG had neglected to file its annual report, as a non-profit organization with the Secretary of State's office, for the last two years. The oversight was corrected and would be reflected on the next Treasurer's report. Correspondence Guidelines – Edits have been made and OFM will pay an outside consultant to finalize them and put the guidelines on the Internet. Legislative Reception – The last few years there has been sparse attendance by legislative staff. Therefore, considering the expense and time involved, it was decided that the EAG would not sponsor a reception this year. EAG Secretary steps down, duties will be shared by two other members and backups were identified. Meeting notice and agenda will be distributed electronically beginning January 1999; hard copies will still be mailed only to those who do not have e-mail. It was decided that the Spring Conference would be held at Fort Worden in odd years, and in Olympia/Lacey area on even years.
Nov. 4, 1998	Time: 8-10am Location: Attorney General's Office, 1 <sup>st</sup> Floor, Old Courthouse	General Business Speaker, Reba Jean Cain, workshop facilitator and trainer with The Xia Source. The presentation was on dealing with (holiday stress)	13	

## EXECUTIVE ASSISTANTS GROUP

January 7, 1998

### Members Present:

Carolyn Hendricks, IAC-Outdoor Recreation  
Velva Miller, Department of Revenue  
Pat Schmidtkofer, Department of Licensing  
Cathy Halpin, Community, Trade and Economic Development  
Mary Henley, Employment Security  
Judy Lamm, Health Care Authority  
Linda Fredericks, Attorney General  
Tina Nisbet, Secretary of State  
Jennifer LeSourd, Administrative Hearings  
Sandra Maki, Arts Commission  
Monica Cooper, State Auditor  
Claire Krueger, Community and Technical Colleges  
Renee Pacana, State Parks  
Jan Papiez, State Auditor  
Russ Snelson, Indeterminate Sentence Review Board

### Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities.

- Velva Miller distributed the Department of Revenue's Letterhead Quality Review and explained how the agency solved the problem of multiple letterheads (call Velva at 753-5557 for more information).
- Tina Nisbet announced a new display in the Secretary of State's lobby dealing with the history of Washington's trade with Russia.
- Sandra Maki announced an Office Assistant Senior position with the Arts Commission; proficiency in Access is required.
- Frank Boetler has been appointed to the position of Deputy Director for State Parks.

### Minutes:

The minutes of the December 3 meeting were approved as distributed.

### Treasurer's Report:

Russ Snelson presented a treasurer's report showing a balance of \$1,067.46.

### Presentation:

Shawn Lewis, Fraud Specialist with the Office of the State Auditor, presented information on state and local government fraud investigations. He explained what constitutes "fraud and abuse", how and why fraud occurs, how it is detected and how agencies can avoid the occurrence of fraud.



RECEIVED

JAN 29 1998

INTERAGENCY COMMITTEE  
FOR OUTDOOR RECREATION

### **Old Business:**

Pat Schmidtkofer reported that she attended a meeting to discuss a possible review of the AA 1-4 classes. Forty-one agencies have indicated an interest in participating and are now in the process of updating CQs for the classes. Coordinators hope to have information available before the end of the 1998 legislative session. Judy Lamm is also participating.

EAG members may be asked to work with the Governor's office to update correspondence guidelines.

### **New Business:**

Carolyn Hendricks announced the date for the 1998 EAG Fall Conference - Wednesday, October 28 from 8:30 - 4:00 in the L&I conference rooms.

Upcoming agenda items will include coordination of the conference planning team and selection of a nominating committee for next year's officers. Please contact Carolyn (902-3004) if you have an interest in serving on either of these important committees.

For agencies not using LegLink, up-to-date legislative information is available on the Internet. If you have trouble with access, contact the Chief Clerk's office.

Sandra Maki asked for ways to address the issue of perfume allergies in the work place. Since L&I rules are not in effect for this problem, she asked members to be sensitive to others' health problems and to avoid fragrances which could be offensive or seriously disabling.

Congratulations to Jeri Sevier who has accepted a job with the Port of Olympia.

### **Monthly Meetings:**

Members discussed programs for upcoming monthly meetings:

February	Quality Initiatives (various state agency coordinators)
March	Tour of State Archives (Secretary of State)
April	Evelyn Yenson, Director (Department of Licensing)
May	TBA
June	TBA (training and planning session)

Renee Pacana suggested the use of the Jacob Smith House in the Lacey Corporate Center for the June meeting.

### **Next Meeting:**

Wednesday, February 4 in the AG's meeting room, 1<sup>st</sup> Floor, Old Courthouse.  
Presenters will discuss the Kizen Quality Process, an innovative approach to quality initiatives.

Having no further the meeting was adjourned at 9:50 a.m.



## EXECUTIVE ASSISTANTS GROUP

February 4, 1998

### Members Present:

Carolyn Hendricks, IAC-Outdoor Recreation  
Velva Miller, Department of Revenue  
Pat Schmidtkofer, Department of Licensing  
Judy Lamm, Health Care Authority  
Linda Fredericks, Attorney General  
Jennifer LeSourd, Administrative Hearings  
Sandra Maki, Arts Commission  
Patricia Justice, Lottery  
Vicki Flynn, Conservation Commission  
Cindy Hood, Department of Corrections  
Shellie Burnham, Growth Mgmt. Hearing Board  
Patricia Anderson, Services for the Blind  
Jean Ciallella, Human Rights Commission  
Michelle Benton, Department of Natural Resources

### Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities.

- Lottery is recruiting for two positions: Quality Coordinator and Information Resource Manager
- Velva Miller distributed copies of the current Correspondence Guidelines and reported that the document is available on disk through Central Stores.
- DNR will be hosting this summer's Western States Land Commissioners Conference.
- Sandra Maki announced that positions at the Arts Commission have been filled.
- Former EAG member Audrey Frisch is seeking a position as an Executive Assistant; Judy Lamm distributed a current resume for Audrey.
- Judy Lamm provided an update on the Admin Asst 3-5 study (see below for details).
- Liz Mattos from the Governor's office requested thorough editing of any correspondence being prepared for the Governor's signature to eliminate all grammar errors and typos.

### Presentation:

Four DOL employees presented information on the Kaizen Event recently completed at Licensing. A Kaizen Event is described as "a cross-functional team empowered by management to study, identify and immediately implement improvements to a pre-defined process by working full-time to take apart, study and make improvements." Using a power-point presentation, they described the steps in the process, dynamics of a successful team, team rules, challenges, timeline of tasks to be completed and problems which need to be addressed. For further information contact Margaret Vogell at 360/664-1449.

Carolyn Hendricks  
Interagency Committee for  
Outdoor Recreation  
CAMPUS MAIL 40917



## EXECUTIVE ASSISTANTS GROUP

March 4, 1998

### Members Present:

Carolyn Hendricks, IAC-Outdoor Recreation  
Linda Fredericks, Attorney General  
Shellie Burnham, Growth Mgmt. Hearing Board  
Cindy Hood, Department of Corrections  
Pamela DeKay, Caseload Forecasting Council  
Kelly Reid, Office of Public Defense  
Marcia Greene, Agriculture  
Colleen Malkmus, State Treasurer  
Cathie Halpin, Community, Trade & Economic Development  
Susan Green, Gambling Commission  
Tina Nisbet, Secretary of State  
Pat Schmidtkofer, Department of Licensing  
Mary Henley, Employment Security  
Jan Papiez, State Auditor

### Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, and highlights/updates of agency activities were shared:

- DCTED is undergoing an agency-wide reorganization
- Office of Public Defense is searching for a new director to replace Lee Crieghton
- Welcome to Pam DeKay from the newly created Caseload Forecasting Council
- DOC continues to work on a restructuring plan
- Linda Fredericks distributed a resume for Teresa Olson who is seeking employment

### Minutes:

The minutes of the February 4 meeting were approved as distributed.

### Treasurer's Report:

Russ Snelson submitted a report which showed a balance of \$1067.46 ( no change).

### Old Business:

Pat Schmidtkofer distributed information on the DOP recommendations for changes to the Administrative Assistant 4 & 5 classes. Two levels of work have been identified and class titles of Management Assistant 1 and 2 are being suggested. EAG members once again expressed concern that changes may not accurately reflect job responsibilities of employees in the classes, including confidentiality and the ability to use good judgment when dealing with staff and the public. The next



meeting is scheduled March 16 in the 2<sup>nd</sup> floor conference room at DOP. EAG members are welcome to attend the afternoon session beginning at 1:30 p.m. to comment on the proposed changes. (Please contact Pat Schmidtkofer for further information).

The following members have volunteered to assist with planning the 1998 EAG FALL Conference scheduled at L&I on Wednesday, October 28:

Jennifer LeSourd	Pat Schmidtkofer
Patsy Justice	Trish Anderson
Sandie Maki	Shellie Burnham

Carolyn Hendricks volunteered to chair the conference. Others interested in participating should contact Carolyn at 902-3004.

Pat Schmidtkofer and Mary Henley volunteered to serve on the nominating committee. Contact Pat at 902-3602 or Mary at 902-9302 if you are interested in serving as an officer.

**New Business:**

None.

**Monthly Meetings:**

April	Evelyn Yenson, Director (Department of Licensing)
May	TBA (election of officers for 1998-99)
June	TBA (training and planning session)

**Next Meeting:**

Wednesday, April 1 in the AG's conference room (Old Courthouse) with a presentation by Evelyn Yenson, Director of the Department of Licensing.

**Presentation:**

David Hastings from State Archives led EAG members on a tour of the facility and explained why records are kept, how historical documents are stored (and re-stored) and how information in the Archives can be used by agencies and the general public. (Thanks to Tina Nisbet, Office of the Secretary of State for arranging the tour).

Having no further business the meeting was adjourned at 10:00 a.m.

## EXECUTIVE ASSISTANTS GROUP

April 1, 1998

### Members Present:

Carolyn Hendricks, IAC-Outdoor Recreation  
Jennifer LeSourd, Administrative Hearings  
Kelly Reid, Office of Public Defense  
Pam DeKay, Caseload Forecast Council  
Janet Pearce, Department of Natural Resources  
Russ Snelson, Indeterminate Sentence Review Board  
Shellie Burnham, Growth Management Hearings Board  
Cathy Halpin, Community, Trade and Economic Development  
Pat Schmidtkofer, Department of Licensing  
P.J. Sanders, Department of Licensing  
Linda Fredericks, Attorney General  
Tina Nisbet, Secretary of State  
Jan Papiez, State Auditor  
Monica Cooper, State Auditor  
Michelle Benton, Department of Natural Resources  
Patricia Justice, Lottery  
Mary Henley, Employment Security  
Jean Ciallella, Human Rights Commission

### Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities.

Members welcomed Janet Pearce (DNR alternate) and P.J. Saunders (DOL).

Monica Cooper announced that Colleen Malkmus from the State Treasurer's Office will need shared leave as a result of an extended illness. Information will be distributed to members when it is available.

### Minutes:

The minutes of the March 4 meeting were approved as distributed.

### Treasurer's Report:

Russ Snelson presented a treasurer's report showing a balance of \$664.56.

### Old Business:

Linda Fredericks agreed to contact Meg Grimaldi, Secretary of the Executive Ethics Board, to speak at the May 6 meeting. Meg will be asked to give an update of ethics laws and provide other information relative to department directors and their assistants.



Pat Schmidtkofer reported that the administrative assistant class study has been put on hold. DOP received many comments and concerns about the proposed changes and will continue to work on a more acceptable plan.

Members reviewed the proposed agenda for the June training and planning session. The all-day event is scheduled on Wednesday, June 3 at St. Placid's Priory in Lacey. Plans include: presentations by Debbie Rough-Mack and Wendy Fraser; proposed speakers/topics for next year's monthly meetings; and planning details for the fall conference. The costs, including continental breakfast and lunch, will be \$20. Registration forms will be available in mid-April.

#### **Presentation:**

Evelyn Yenson, Director of the Department of Licensing, shared her observations of the Locke administration and responded to questions regarding her career path. (Thanks to Pat Schmidtkofer for arranging the presentation).

#### **Old Business (continued):**

Mary Henley and Pat Schmidtkofer announced nominations for the 1998-99 EAG officers as follows:

Chair:	Monica Cooper and Jan Papiez, Office of the State Auditor (co-chairs)
Vice-Chair:	Patricia Justice, Lottery
Secretary:	Cindy Hood, Department of Corrections
Treasurer:	Russ Snelson, Indeterminate Sentence Review Board (retained)

Voting will take place at the May meeting. Others interested in serving are encouraged to contact Mary or Pat.

#### **New Business:**

Members discussed program details for the 1998 EAG Fall Conference - Wednesday, October 28 from 8:30 - 4:00 in the L&I conference rooms (see attachment).

#### **Monthly Meetings:**

May	Meg Grimaldi, Executive Ethics Board Secretary
June	Training and Planning Meeting (St. Placid's Priory)

#### **Next Meeting:**

Wednesday, May 6 in the AG's meeting room, 1<sup>st</sup> Floor, Old Courthouse.

Having no further the meeting was adjourned at 10:30 a.m.



## **EXECUTIVE ASSISTANTS GROUP**

May 6, 1998

### **Members Present:**

Sandie Maki, Washington State Arts Commission  
Linda Fredericks, Attorney General  
Tina Nisbet, Secretary of State  
Mary Reister, Workforce Training Board  
Judy Lamm, Health Care Authority  
Sharon Ziegler, Sentencing Guidelines Commission  
Kelly Reid, Office of Public Defense  
Pam DeKay, Caseload Forecast Council  
Monica Cooper, State Auditor's Office  
Mary Mendoza, Utilities & Transportation Commission  
Jude Cryderman, Administrator for the Courts  
Suzee Smith, Washington State Patrol  
Joyce Norris, Department of Transportation  
Carolyn Hendricks, Outdoor Recreation  
Mary Henley, Employment Security Department  
Jan Papiez, State Auditor's Office  
Patricia Justice, Washington State Lottery  
Shellie Burnham, Growth Management Hearings Board

### **Call to Order:**

The meeting was called to order by Mary Henley, Past Chair. Introductions were made, along with updates/highlights of significant agency events.

EAG welcomes Mary Reister, new Executive Assistant at the Workforce Training Board. Mary fills the vacancy created by the retirement of Shirley Sorrell.

Monica Cooper noted that Colleen Malkmus, State Treasurer's Office, has had another stroke. She is in need of shared leave. Those interested in donating can contact Tammy Risner for more information.

### **Presentation:**

Meg Grimaldi, Executive Secretary of the Executive Ethics Board, gave a presentation on Amended WAC 292-220-020, Use of State Resources. She gave several examples of permissible and non-permissible uses of state resources. In addition, she handed out a copy of the materials that the Board uses in its training sessions.



**Minutes:**

The minutes of the April 1, 1998 meeting were approved as distributed.

**Treasurer's Report:**

Not available.

**Old Business:**

Election of Officers: On behalf of the Nominating Committee, Mary Henley presented the following slate of candidates:

Co-Chairs:	Monica Cooper & Jan Papiez
Vice Chair:	Patricia Justice
Treasurer:	Russ Snelson
Secretary:	Cindy Hood

Carolyn Hendricks moved to elect the slate of candidates presented. The motion was seconded by Sandie Maki and carried by voice vote.

June Training Update: Carolyn noted that she has received 13 registrations so far, but there is room for more.

Fall Conference: Work is ongoing, will be able to confirm more details in June. Carolyn followed up on a discussion we had at our April meeting about whether or not we would continue to partner with DOP on the Fall Conference. Based on the information she gathered, it was agreed that EAG would coordinate the conference on our own.

**Adjournment:**

Having no further business, the meeting was adjourned.





**EXECUTIVE ASSISTANTS GROUP  
ANNUAL TRAINING AND PLANNING MEETING**

June 3, 1998

**Members Present:**

Carolyn Hendricks, IAC-Outdoor Recreation  
Michelle Benton, Department of Natural Resources  
Shellie Burnham, Growth Management Hearings Board  
Monica Cooper, Office of the State Auditor  
Pam DeKay, Caseload Forecast Council  
Vicki Flynn, Conservation Commission  
Linda Fredericks, Office of the Attorney General  
Deb Gregory, Department of Transportation  
Cindy Hood, Department of Corrections  
Patricia Justice, Lottery Commission  
Claire Krueger, State Board for Community and Technical Colleges  
Judy Lamm, Health Care Authority  
Betty Mackey, Office of Financial Management  
Sandra Maki, Arts Commission  
Mary Mendoza, Utilities and Transportation Commission  
Diane Nelson, Department of Health  
Joyce Norris, Department of Transportation  
Jan Papiez, Office of the State Auditor  
Mary Reister, Workforce Training and Education  
Pat Schmidtkofer, Department of Licensing  
Suzee Smith, Washington State Patrol  
Russ Snelson, Indeterminate Sentence Review Board  
Paulette Yorke, Personnel Appeals Board

**Call to Order:**

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities and expectations for the day.

**Training Presentations:**

Debbie Rough-Mack, Department of Personnel, presented an excellent session on "Transforming Pain into Personal Power: Developing the Roots of Resiliency." Her message had an impact on many people in the group and several expressed an interest in having the presentation repeated at our fall conference.





Wendy Fraser, Department of Revenue, led several group activities to demonstrate leadership, communication, and teamwork. Some activities were fun and lively, while others were more difficult. Overall, it was a good learning experience.

#### **Planning Session:**

Monica Cooper and Jan Papiez facilitated the planning session, which included a review of the EAG brochure, Mission Statement, goals, future of EAG, monthly programs, and the 1998 Fall Conference.

The word "*executive*" was inserted into the Mission Statement to be consistent with the language in Goal II, so that both would read "*executive administrative support personnel*." In Goal I, we decided to remove "co-" from "co-sponsor" inasmuch as we plan to sponsor future fall conferences without assistance from the Department of Personnel. Also, we agreed to remove "*Publish EAG Announcements*."

We discussed the *Correspondence Guidelines* and it will not be necessary to update them at this time. The Governor's Office issued a memorandum stating that correspondence guidelines would remain the same. Monica Cooper said she would check on why the *Correspondence Guidelines* are no longer carried by Central Stores. Betty Mackey and Carolyn Hendricks will find out if they are available on disk.

A decision was made to hold monthly meetings at the same time, frequency, and location. Linda Fredericks will continue to reserve the room in the Capitol Court Building. A list of potential speakers for the future was developed and various members will confirm their availability before the next meeting and contact Patsy for scheduling. Because there is seldom enough time to discuss issues of common interest, a suggestion was made to develop a list of issues from which to choose one each month for discussion. There will be no meeting in July (unless necessary to finalize Fall Conference plans).

The phone list was routed to attendees to make any changes needed. Carolyn will check with Mary Henley about getting an updated copy distributed to everyone.



There was a discussion about whether or not to hold next year's Spring Training and Planning Event at Fort Worden. This was done in the past as a two-day event and was quite successful. The majority of members expressed support, and Betty Mackey volunteered to check on the availability of space, costs, etc. If we decide to do this next year, our reservation will need to be made very soon.

**1998 Fall Conference:**

Violence in the Work Place – Cindy Hood reported that DOC training staff were looking for a presenter for a Violence In the Work Place session, but had been unsuccessful so far. Suzee Smith said she knew of a trooper who presented this workshop and she would check on his availability.

Shellie Burnham distributed draft copies of the conference program. A decision was made to hold three workshops in the morning and two in the afternoon, and to keep the afternoon session light, if possible. Carolyn will check with Debbie Rough-Mack to see if she will do a repeat of "Transforming Pain into Personal Power: Developing Roots of Resiliency." Pat Schmidlkofer will check to see if DOL staff are available to present "Enlightened Leadership." Joyce Norris will contact Princess Jackson-Smith about the possibility of presenting a session, and Carolyn will see about confirming Jim This for the humorous lunch segment. If this all comes together, we should have the program finalized prior to our August meeting.

A theme was adopted for the 1998 Fall Conference: "Pathways...Where Do We Go From Here?" Also, a decision was made to raise the conference registration to \$40 per person.

**Next Meeting:**

Wednesday, August 5, in the AG's meeting room, 1<sup>st</sup> Floor, Old Courthouse.

Having no further business, the meeting was adjourned at 4:20 p.m.





**EXECUTIVE ASSISTANTS GROUP  
MONTHLY MEETING**

August 5, 1998

**Members Present:**

Shellie Burnham, Growth Management Hearings Board  
Monica Cooper, Office of the State Auditor  
Linda Fredericks, Office of the Attorney General  
Patricia Justice, Lottery Commission  
Sandie Maki, Citizens Commission on Salaries for Elected Officials  
Mary Mendoza, Utilities and Transportation Commission  
Diane Nelson, Department of Health  
Joyce Norris, Department of Transportation  
Jan Papiez, Office of the State Auditor  
Mary Reister, Workforce Training and Education  
Suzee Smith, Washington State Patrol  
Russ Snelson, Indeterminate Sentence Review Board  
Alison, Stippich, Washington State Commission on Hispanic Affairs  
Paulette Yorke, Personnel Appeals Board

**Call to Order and Agency Updates:**

The meeting was called to order by Jan Papiez, EAG Co-Chair. Members introduced themselves and reported on agency updates.

**Agency Updates:**

- Monica Cooper distributed an announcement for an "administrative support" job opening with the City of Lacey.
- Jan Papiez announced that Jennifer Lesourd accepted a position with the Governor's Commission on Early Learning, and therefore the Office of Administrative Hearings, which she is leaving, will be hiring an Executive Assistant.
- Paulette York announced there is an opening for a Senior Office Assistant at the Personnel Appeals Board.





**EAG Minutes**  
**Page 2**  
**August 5, 1998**

**New Business:**

A card for Colleen Malkmus was passed around for people to sign. Monica Cooper said she had heard that Colleen is trying to work part time but we really don't have a long-term prognosis.

The group approved moving its checking account from SeaFirst to the Washington State Employees Credit Union, and it will have dual signatures (Jan Papiez and Russ Snelson).

The Correspondence Guidelines are currently available on disk through Central Stores. There was a suggestion to put them online and a reminder that the Governor's Office has encouraged us to work on updating them. Linda Fredericks will contact the group regarding a meeting. Pat Schmidtkofer, Betty Mackey, Mary Mendoza, Linda Fredericks, and Joyce Norris will be working on them.

Thank you to Shellie Burnham for donating a package of name tags for future use.

**Minutes:**

The minutes were approved as amended (see EAG Minutes/June 3, 1998/Page 2...4<sup>th</sup> paragraph)... 'We discussed the Correspondence Guidelines and we will be updating them.'

**Treasurer's Report:**

Russ Snelson distributed the Treasurer's Report, which showed a balance of \$730.91. —

**Old Business:**

There was discussion regarding the fall conference. All speakers are confirmed. A suggestion was made for Christine Gregoire to speak about recognizing the value of support staff. Shellie Burnham shared a draft of the conference program and it was recalled that Mary Henley had volunteered to reproduce the program when finalized. It was agreed that the announcement



of the fall conference will go to EAG members for distribution within their agencies.

Linda Fredericks reported that she, Betty Mackey, and Pat Schmidkofer had met regarding using Fort Worden facilities for the spring planning conference, but they have nothing definite to report yet...they are still working on it.

For discussion/decision at the next meeting...whether we should skip the November meeting and debrief the October conference in December (the notion was that it would be too soon after the conference on 10/28).

**Program Speaker:**

Mary Reister introduced Ellen O'Brien Saunders, Executive Director of the Workforce Training and Education Coordinating Board. Ellen's presentation was titled "A Series of Happy Accidents." The theme of her presentation was to encourage all of us to embrace the risk of change. We really appreciated her speaking to our group and thoroughly enjoyed her.

The next speaker (September 2, 9 a.m.) is Anne Levinson, Chairwoman of the Washington Utilities and Transportation Commission, who will present "The Role of UTC and Consumer Issues."

**Next Meeting:**

Wednesday, September 2, in the AG's meeting room, 1<sup>st</sup> Floor, Old Courthouse, 8 to 10 a.m.

Having no further business, the meeting was adjourned.





**EXECUTIVE ASSISTANTS GROUP  
MONTHLY MEETING**

September 2, 1998

**Members Present:**

Shellie Burnham, Growth Management Hearings Board  
Monica Cooper, Office of the State Auditor  
Pam DeKay, Caseload Forecast Council  
Linda Fredericks, Office of the Attorney General  
Cathie Halpin, Community, Trade, and Economic Development  
Carolyn Hendricks, IAC – Outdoor Recreation  
Cindy Hood, Department of Corrections  
Judy Lamm, Health Care Authority  
Mary Mendoza, Utilities and Transportation Commission  
Jan Papiez, Office of the State Auditor  
Janet Pearce, Department of Natural Resources  
Mary Reister, Workforce Training and Education  
Suzee Smith, Washington State Patrol

**Call to Order and Agency Updates:**

The meeting was called to order by Jan Papiez. Monica Cooper presented Carolyn Hendricks with an engraved pen and wood case on behalf of EAG in appreciation for her past work as the 1997-98 EAG Chair.

Members introduced themselves and reported the following agency updates.

- Judy Lamm reported the Health Care Authority is preparing for open enrollment and working on medical issues.
- Jan Papiez announced an opening with the Legislative Transportation Committee on the Senate side, and distributed Executive Assistant recruitment announcements for the Department of Transportation and Office of Administrative Hearings.
- Janet Pearce (for Michelle Benton) reported that DNR employees are having a difficult time dealing with the death of an employee at the work place and are receiving counseling. Also, forest fires are keeping the agency quite busy.





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- Shellie Burnham will be hiring a temporary replacement from January through June while she is on maternity leave. Congratulations, Shellie and Jake!
- Linda Fredericks reported that Christine Gregoire continues to work on the tobacco negotiations and is trying to reach a settlement that will serve as a model for the other states. If it goes to court, the trial could last five or six months.
- Cathie Halpin announced that CTED is in the process of hiring a Legislative Liaison and recently hired a Quality Administrator. CTED is the lead agency for the Governor's Rural Development Initiative, and the ~~Business Outreach Program~~ will soon begin a media campaign on sexual assault prevention aimed at young people 14 to 17 years of age.
- Cindy Hood reported that DOC is busy preparing for an execution, which is scheduled for October 13. A group of executives from Corrections, the Governor's Office, the Attorney General's Office, and the State Patrol recently visited the Penitentiary to review execution policies and prepare for various contingencies, as well as to tour the execution chamber.
- Suzee Smith reported that WSP was prepared to handle protests during Makah Days, but there were no major incidents. They are planning for an administrative support in-service training program with a quality theme.
- Mary Mendoza shared several fact sheets on issues relating to the UTC. She is developing a staff support group within the agency.

### New Business:

Judy Lamm suggested we identify training opportunities for group members as well as a way to mentor other executive support personnel. She will contact the Department of Personnel about training available and check with them about having a speaker come to talk about it.

Jan Papiez and Monica Cooper offered to host the December meeting by providing coffee and special treats, and suggested having a gift exchange

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instead of the usual program. Everyone agreed this would be fun. Gifts should cost \$10-12, and Shellie Burnham will provide directions for how the giving (and taking away!) of gifts will work. A special flyer will go out with the November minutes to remind everyone of the event.

Consultant Reba Jean Cain offered to give a free marketing presentation to our group to become better known as a meeting facilitator. Jan Papiez will find out if she is available to attend the November meeting.

### **Minutes:**

The minutes were approved as written.

### **Treasurer's Report:**

The Treasurer's Report was included with the August 5 meeting minutes, showing a balance of \$682.31.

### **Old Business:**

At an earlier meeting, there was discussion about not having a November meeting and debriefing the conference at the December meeting. The group decided to proceed with the November meeting and debrief the conference at that time (November 4).

### **Fall Conference Update:**

Several decisions were made with regard to the fall conference. Cindy Hood will finalize the EAG brochures and have them printed and delivered to Carolyn Hendricks at least one week prior to the conference. Carolyn passed around a sign-up sheet for volunteers to help with the conference in various capacities. She may be calling members for assistance if necessary. Shellie Burnham shared a sample program. Carolyn Hendricks will check with Mary Henley to see if ESD can print the programs by September 15.





Linda Fredericks reported that she met with Betty Mackey and Pat Schmidtkofer to discuss the Fort Worden spring planning conference. They have chosen June 3-4, 1999, for the overnight event. They plan to ask Dick Thompson to present a case study and are considering the seminar entitled "Enlightened Leadership." Linda Fredericks is trying to locate the Correspondence Guidelines on a disk that can be modified.

**Program Speaker:**

Mary Mendoza introduced Anne Levinson, Chairwoman of the Utilities and Transportation Commission. Anne presented information about the role of the UTC and their challenge to protect the public while at the same time allowing privately-owned utilities and transportation companies to operate at a profit. She shared information about what some companies are doing to be competitive...and what the public can do to protect themselves from becoming victims of some deceptive practices. We really appreciated her speaking to our group and thoroughly enjoyed her.

**Next Meeting:**

Wednesday, October 7, in the AG's meeting room, 1<sup>st</sup> Floor, Old Courthouse.

Having no further business, the meeting was adjourned.





## **EXECUTIVE ASSISTANTS GROUP**

October 7, 1998

### **Members Present:**

Shellie Burnham, Growth Management Hearings Board  
Monica Cooper, State Auditor  
Pam DeKay, Caseload Forecast Council  
Linda Fredericks, Attorney General  
Carolyn Hendricks, IAC-Outdoor Recreation  
Mary Henley, Employment Security Dept.  
Mariah Laamb, Arts Commission  
Mary Mendoza, Utilities & Transportation Commission  
Joyce Norris, Dept. of Transportation  
Mary Reister, Workforce Training Board  
Russ Snelson, Indeterminate Sentence Review Board  
Paulette Yorke, Personnel Appeals Board

### **Call to order:**

The meeting was called to order by Monica Cooper, EAG Co-chair.

The EAG welcomed Mariah Laamb, new Executive Assistant at the Arts Commission. She fills the vacancy left by Sandi Maki, who returned to the Salary Commission.

### **Updates:**

Carolyn Hendricks shared some great ideas for employee recognition her agency used for a staff retreat.

Linda Fredricks reported that the Tobacco trial continues in Seattle and this could be the largest civil settlement in the country.

Tina Nisbet was unable to attend but sent information with Monica to share about happenings in the Secretary of State's office. The voter's pamphlets for the general election will be going in the mail shortly. Their office is recruiting for the State Archivist position. Anyone wishing to apply or who have questions about the position should contact Toni Murray, Personnel Officer at 902-4145.

### **Minutes:**

The minutes of the September 2, meeting were amended and approved as follows:

- Under the CTED updates "Business Outreach Program" should have read "Crime Victims Advocacy."
- Shellie Burnham's maternity leave will be from May to October not January to June as reported.

### **Treasurer's Report:**

Russ Snelson presented a treasurer's report reflecting a balance of \$2,872.31. There have been 97 fall conference registrations received so far.

He also reported that the EAG had neglected to file its annual report, as a non-profit organization with the Secretary of State's office, for the last two years. He has corrected that oversight and the amount will be reflected in the next treasurer's report.



## **Speaker:**

There was no speaker this month.

Patsi Justice, Vice Chair, was at a conference in Phoenix but asked Monica to share the upcoming speaker(s) she has lined up for the next few months. They are as follows:

November 4, 1998 -- Reba Jean Cain

December 2, 1998 -- No speaker (Gift exchange)

January 6, 1999 -- Shirley Smith, Department for Services for the Blind

February 3, 1999 -- John Charles and/or Maureen Westgard Long, Department of Retirement Systems

## **Old Business:**

- Fall Conference - Carolyn Hendricks reported that registration for the Fall Conference is almost at the maximum for the room space available. It was decided that EAG members would wear a badge with a ribbon making them easy to identify by conference attendees.
- Correspondence Guidelines - Linda Fredericks reported that edits have been made by the Governor's office and the EAG Committee. OFM will pay an outside consultant to finalize them and put the guidelines on the Internet. The updated guidelines will include instructions related to correspondence received via e-mail.
- Legislative Reception - The last few years there has been sparse attendance by legislative staff. Therefore, considering the expense and time involved, it was decided that the EAG would not sponsor a reception this year.

## **New Business:**

- EAG Secretary - Due to a heavy workload, Cindy Hood regrets that she is unable to continue as the EAG Secretary. Joyce Norris and Mary Mendoza have offered to share the duties of that position. Carolyn Hendricks, Mary Henley and Shellie Burnham are willing to be backups if needed. We will discuss this further at the November meeting.

Starting January 1999, the minutes, meeting notice and agenda will be distributed electronically. Be sure to provide your current e-mail address to Monica Cooper at **cooperm@sao.wa.gov** to insure you receive them. Hard copies will still be mailed only to those who do not have e-mail.

- Spring Conference - Linda Fredericks discussed possible topics for the conference, enlightened leadership being one. Housing will be in Officer's Row. For some, holding it at Fort Worden, is a problem. The travel and time commitment of two days was the primary issue. It was suggested that we hold the Spring Conference at Fort Worden in odd years and in the Olympia/Lacey area on even years. Those volunteering to help Linda Fredericks, Pat Schmidtkofer and Betty Mackey with the conference were: Mary Henley, Mary Reister, Paulette Yorke, Monica Cooper and Jan Papiez

## **Next Meeting:**

Wednesday, November 4, in the AG's meeting room, 1<sup>st</sup> floor, Old Courthouse. The presenter will be Reba Jean Cain, a workshop facilitator and trainer with the XIA Source, based in Tacoma. The Subject of her presentation will be Dealing with Holiday Stress.

Having no further business the meeting was adjourned at 10:00am.





## **Executive Assistants Group**

November 4, 1998

### **Members Present:**

Jan Papiez, State Auditor's Office  
Monica Cooper, State Auditor's Office  
Patricia Justice, Lottery  
Pat Schmidtkofer, Department of Licensing  
Mary Mendoza, Utilities and Transportation Commission  
Shellie Burnham, Growth Management Hearings Board  
Patricia Anderson, Services for the Blind  
Kelly Reid, Office of Public Disclosure  
Pam DeKay, Caseload Forecast Council  
Linda Fredericks, Attorney General  
Carolyn Hendricks, IAC/Outdoor Recreation  
Russ Snelson, Indeterminate Sentence Review Board  
Joyce Norris, Department of Transportation

### **Call to order:**

The meeting was called to order by Monica Cooper, EAG co-chair.

### **Updates:**

Linda Fredericks shared information about a good speaker she recently heard, Danny Delcombe. He is the owner and chef at The Ragin' Cajun restaurant in Seattle and has a great message of inspiration, overcoming handicaps.

Mary Mendoza informed the group that the Utilities and Transportation Commission is currently taking applications (until 11/13) for an Administrative Assistant 4, who will report to the Executive Secretary.

Pat Schmidtkofer confirmed that Evelyn Yenson has accepted a job with Scientific International Games and will be leaving state government. Pat and the DOL's executive team will be working on transition issues.

### **Speaker:**

Reba Jean Cain, workshop facilitator and trainer with The Xia Source, was present and ready for her presentation. The group agreed to hear her presentation and then proceed with the remainder of the agenda.





Ms. Cain's presentation was about dealing with (holiday) stress. The varied options, techniques and references she presented were interesting and timely, particularly with the holidays coming up.

#### **Minutes:**

The minutes of the October 7 meeting were amended and approved as follows:

- Correspondence Guidelines - Linda Fredericks reported that edits have been made by the Governor's Office, "and the EAG committee is still working toward completion."

#### **Treasurer's Report:**

Russ Snelson reviewed the report which was attached to the November 4 meeting agenda. The expense for reinstatement of non-profit status was \$55 and we are now up to date with this obligation.

#### **Old Business:**

- Secretary position: Monica Cooper reminded the group that Cindy Hood was no longer able to continue as EAG Secretary and that Joyce Norris and Mary Mendoza had volunteered to share the duties. The group unanimously approved this recommendation.

- Fall Conference Wrap Up: Carolyn Hendricks shared a draft document which reflected the comments of participants. Comments were overall very positive, EAG member participation was excellent, overwhelming delight with Jim This, good suggestions for next year's conference, and we likely will have quite a good profit. Everyone agreed that the conference was a positive experience. ***A great big thanks to Carolyn for all her hard work as conference chair, to the committee and to Russ for his work on registration!***

#### **New Business:**

Monica announced good news...Colleen Malkmus, Executive Assistant to the State Treasurer, is back to work part time. This is a very positive step in her recovery and we all wish Colleen well.

#### **Next Meeting:**

Wednesday, December 2, in the AG's meeting room, 1st floor, Old Courthouse. We will have some discussion regarding access to e-mail (see below), have a final wrap up of the conference, and gift exchange. The guidelines for the gift



exchange are as follows: monetary limit of \$10-12, gender-neutral, and bring your gift wrapped with no labels. Shellie Burnham and Pam DeKay will assist with the rules of the gift exchange. Refreshments will be provided.

**Reminder:** Starting with the January 1999 minutes, meeting notices and agendas will be distributed electronically only. Hard copies will be mailed to those without an e-mail address. *Be sure to provide your e-mail address to Joyce Norris at [norrisj@wsdot.wa.gov](mailto:norrisj@wsdot.wa.gov) or phone 705-7054.*

**Wrap up and Adjourn:**

Having no further business, the meeting was adjourned at 10:00 a.m.

