



WASHINGTON STATE  
**EXECUTIVE ASSISTANTS GROUP**

1991 MINUTES  
GOVERNOR BOOTH GARDNER ADMINISTRATION

Date	Time/Location	Agenda	Attend	Notes
<b>Missing minutes – Jan. through April 1991</b>				
Jan. 4, 1991	Time: 8-9:30am Location: HCA			
Feb 1991				
March 1991				
April 1991				
May 1, 1991	Time: 8-9:30am Location: DF&W	General Business Round Table	16	Planning meeting set for June at Fort Worden. Members' expectations for EAG, issues and involvement, etc. No meeting in June due to Planning Session.  Correspondence Guidelines final draft working with Efficiency Commission and Dept. of Personnel using the Greg Reference Manual.  Established bank account with SeaFirst Bank.
June 13-14, 1991	Location: Planning Session - Fort Worden, Pt. Townsend	First EAG Planning Session	15	Committees formed: Correspondence Guidelines, Career Development for EAs (Work w/DOP admin classifications and interviewing/testing for EA level positions), and EAG Program (coordinate monthly meetings).  Correspondence Guidelines – will begin working with Gov's Office to incorporate the Gov's Referral Procedure into the guidelines.  Strategy to Promote EAG – members encouraged to discuss the group and purpose with their boss and exec team. Reminder Calls – share the roster and make phone calls. Create Brochure.  EAG Brown Bags – meeting time is not long enough. Suggested brown bag lunches every other month (third Wed.) Program committee develops agenda. Encouraged to invite other EAs who have not come to the meeting.  <i>Editor's notes on minutes: the recap of the first EAG Planning Conference only highlights the main issues addressed at this conference and cannot possibly reflect the value of ideas shares, friendships establishes, mentoring and the solid foundation upon which the EAG will continue to grow.</i>
July 1991	No Meeting			
Aug. 7, 1991	Time: 8-9:30am Location: OFM (Gov's Office attended 2	General Business Roundtable	11	First Brown Bag – Aug. 21, 1991. Networking and ideas for training.

Date	Time/Location	Agenda	Attend	Notes
Sept. 4, 1991	Time: 8-9:30am Location: HCA ( <i>State Supreme Court</i> )	General Business Guest Speaker – Bev Tafoya, DOP.	13	Ideas – extend our services for interviewing and screening applicants for EA or other exempt positions. Rhonda Penrose left position.
Oct. 2, 1991	Time: 8-9:30am Location: Agriculture <i>Supreme Court EA</i>	General Business Roundtable	20	Creation of Secretary position on the Board. Correspondence Guidelines = Met w/Gov's Office, Doug Tanabe. He will bring to management team and EA Miriam Bausch.
Nov. 6, 1991	Time: 8-9:30am Location: OFM	General Business Roundtable	12	PO Box Career Development Committee – Talked with DOP and requested to develop a Career Executive Support Program for EAs.
Dec. 13, 1991	Time: Noon – 5pm Location:	Afternoon Planning Session and potluck ½ day		Brainstorming Session – review groups focus, what to get out of the retreat and establish agenda for future year. Subcommittees: Writing Reference Guide (Correspondence Guide), Contact List (agency org charts, staff and phone numbers).



## Washington State Government Executive Assistants Group

### EXECUTIVE ASSISTANTS GROUP

MAY 1, 1991

### MEETING MINUTES

Department of Wildlife - 8:00 a.m.

#### PRESENT:

Faith Missildine, Washington State Patrol  
Julie Zembal, Department of Corrections  
Patsi Justice, State Board for Vocational Education  
Sue Lisk, Interagency Committee on Outdoor Recreation  
Sheila Geisler, Washington State Auditor  
Betty Mackey, Department of Social and Health Services  
Rhonda Penrose, Department of Information Services  
Linda Fredericks, Parks and Recreation Commission  
Pat Schmidlkofer, Department of Retirement Systems  
Jeri Sevier, Superintendent of Public Instruction  
Judy Hildebrandt, Department of Wildlife  
Paula Peretti, Department of Revenue  
Naomi Hanson, Washington State Supreme court  
Judy Lamm, Health Care Authority  
Donna Larson, Indeterminate Sentence Review Board  
Vicki Flynn, Department of Agriculture

The meeting was called to order by Rhonda Penrose, EAG Chair; Sue Lisk was appointed Recorder; Judy Hildebrandt hosted the meeting.

#### GENERAL BUSINESS:

EAG Planning Meeting: Jeri Sevier provided a status report on the planning meeting to be held at Fort Worden on June 13-14. She provided the members with a final registration list, and encouraged members to confirm their registration by submitting the \$75 registration fee as soon as possible. We need to confirm accommodations at Fort Worden soon.

Rhonda Penrose provided EAG members with a list of items needed for the planning session notebooks (copy attached). One copy of each item should be submitted to Rhonda no later than June 5 for inclusion in the notebooks. Members that are not planning to attend the session at Fort Worden are welcome to submit the information to Rhonda if they wish their agency included in the EAG notebook.



Notebooks will be provided at the Sea Galley Restaurant (pre-determined rendezvous point). Lunch will be ordered at the time of arrival. Rhonda will be sending confirmation memos to the final registrants, carpooling information will be included.

The group discussed suggested workshop topics for the planning session. Suggested topics included Executive Assistant salary levels and yearly increase process used in each agency; and common correspondence tracking systems. It was agreed that members currently using an automated system for correspondence and project tracking would bring samples to the planning session for further discussion.

A list of tentative topics to be addressed at the planning session was distributed (attached) and attendees were asked to come prepared for discussion of those topics.

#### EAG TREASURY:

Sheila Geisler, EAG Treasurer, has established an account at SeaFirst Bank. Current balance was reported to be \$48.00. The bank has supplied the EAG with several bank drafts to assist us in keeping costs at a minimum (as opposed to ordering a supply of checks).

#### SUBCOMMITTEE STATUS REPORTS:

Judy Hildebrandt reported that the Washington State Correspondence Guidelines are in final draft stage. Copies of the final draft will be distributed at the planning session for discussion and input. The guidelines are being compiled in cooperation with the Efficiency Commission and Department of Personnel. The seventh edition of the Gregg Reference Manual will be referenced in the guidelines, and it is hoped that the seventh edition will be available through Central Stores in the near future. (Judy noted that there has been no new edition of the Gregg Reference Manual since 1977.)

Judy Lamm reported status on the Career Development subcommittee. John Robertson and Bev Tafoya from DOP have agreed to speak to the EAG on training and other DOP topics of interest to the administrative assistant level. They are tentatively scheduled to speak to the EAG at the September meeting.

#### ROUNDTABLE:

DIS: Rhonda Penrose announced a new director, Brad Blancard, has been appointed and will begin on May 28, 1991.

SPI: Jeri Sevier has been contacted by Senator Ann Anderson regarding SPI's laminated employee badges; suggested these as a good method of employee identification for general purposes.

Wildlife: Judy Hildebrandt stated that the spotted owl and endangered salmon were priority issues at this time. The department will be moving to new offices soon.



Corrections: Julie Zembal reported that DOC has selected Connell as the sight for a 400 bed minimum security facility.

Health Care Authority: Judy Lamm reported that, due to the uncertainty of the budget, nothing has been settled for state employee health care benefits. Vendors have been asked to hold benefit fairs as usual in the past.

Supreme Court: Naomi Hansen announced that her position is being reclassified, and she will be leaving the Supreme Court in the near future. Naomi asked members to keep her in mind, should they hear of any appropriate position openings.

Parks and Recreation Commission: Linda Fredericks discussed some of the tasks surrounding a recent assignment to coordinate a barbecue for 150 conference attendees.

Retirement Systems: Pat Schmidtkofer indicated that her agency is busy installing a new database system.

State Board for Vocational Education: Patsi Justice reported that the Board's name will change after the Governor signs new legislation.

State Auditor: Sheila Geisler reported that SAO has undergone its first audit in over eight years, and received a clear opinion. Sheila explained the significance of SAO's new logo design, and shared copies of a new brochure and letterhead.

Agriculture: Vicki Flynn is looking forward to Agriculture's move into the new building and the challenges in bringing all divisions under a single roof.

Dept. of Social and Health Services: Betty Mackey reported that proposed budget cuts announced by the Legislature are creating significant internal impacts. Jim Peterson has been appointed director of the Medical Assistance division.

#### GENERAL DISCUSSION:

There was interest expressed in support staff recognition, and which agencies coordinated annual events for support staff. Some EAG members discussed their internal support staff retreats, and how the events are coordinated. This will be a topic for discussion at the planning meeting.

#### MEETING CALENDAR:

Due to the planning session scheduled for June 13-14, there will be no June meeting of the EAG; Due to the fourth of July holiday, there will be no July meeting of the EAG. The next regularly scheduled meeting is August 7th. Rhonda Penrose will send a tentative agenda and meeting announcement to members in July. The September meeting will be hosted by Judy Lamm at the Health Care Authority.

Meeting adjourned at 9:20 a.m.





Washington State Government

## Executive Assistants Group

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LIST OF ITEMS FOR EAG NOTEBOOK to be submitted to Rhonda Penrose by June 5, 1991. Send to: DIS, 1110 SE Jefferson St, MS/PC-11  
30 copies each, please:

1. Agency Mission and Goals Statement
2. Organizational Chart
3. Agency Summary; Overview of Services (one or two pages)
4. Your job duties; responsibilities (current C.Q. is fine)
5. Other information you feel would be of interest

These items will be assembled in an EAG Notebook, to be distributed at the beginning of the EAG planning session. If you are not planning to attend, but would like your agency included in the notebook, please submit copies of the above information to Rhonda at your earliest opportunity, prior to June 5.

### PREPARATION FOR DISCUSSION OF THE FOLLOWING LIST OF TOPICS:

1. Your expectations for the EAG; issues; involvement
2. Methods of internal correspondence tracking; what are you using now; what would you like to have.
3. List of potential speakers in your agency; topics of potential interest to the EAG.
4. Support staff issues. Organization; Common problems; Tricks that work.
5. Your career goals. What can the EAG do to help members diversify; advance.
6. Top five goals you would like the EAG to accomplish over the next year.
7. Your idea of a Mission Statement for the EAG

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Washington State Government

# Executive Assistants Group

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## WASHINGTON STATE EXECUTIVE ASSISTANTS GROUP

ANNUAL PLANNING CONFERENCE  
FORT WORDEN, PORT TOWNSEND  
JUNE 13-14, 1991

### EAG Members Attending:

Rhonda Penrose, Chair, Dept. of Information Services  
Sheila Geisler, Treasurer, Office of State Auditor  
Vicki Flynn, Department of Agriculture  
Pat Schmidlkofer, Retirement Systems  
Sue Lisk, Committee for Outdoor Recreation  
Jeri Sevier, Superintendent of Public Instruction  
Betty Mackey, Dept. of Social and Health Services  
Donna Velej, Department of Ecology  
Linda Fredericks, Washington State Parks Department  
Julie Zembal, Department of Corrections  
Glenda Vick, Veterans Affairs  
Faith Missildine, Washington State Patrol  
Diana Nelson, Department of Health  
Geri Ridley, Basic Health Plan  
Judy Lamm, Health Care Authority

### TWO DAY CONFERENCE AGENDA:

- I. Information Sharing (notebooks)
- II. Roundtable Introductions
- III. Committee Planning
- IV. Topics and Speakers for 91-92
- V. Correspondence Tracking systems
- VI. EAG Mission Statement
- VII. EAG Goals and Strategies

INFORMATION SHARING: Name tags and notebooks containing member agency information were distributed.

ROUNDTABLE INTRODUCTIONS: Introductions included a brief overview of personal work histories and how members arrived in current positions as executive assistant to an agency director or elected official.

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## COMMITTEE PLANNING:

Expectations of EAG: Judy Lamm facilitated a discussion of the survey results regarding specific accomplishments that members would like the EAG to achieve over the next two years.

EAG Committees: After review and discussion, it was agreed that the focus of the EAG should be served through the following committees:

- 1) Washington State Correspondence Guidelines Committee;
- 2) Career Development for Executive Assistants
- 3) EAG Program Committee (Guest Speakers) \*

1): Lesley Brown, OFM, is the Chair of the Correspondence Guidelines Committee. A draft of the current guidelines was reviewed, and the members agreed that the draft appears to be "on target" to becoming a useful and mutually beneficial tool. It was suggested that the guidelines contain a section on the Governor's Correspondence Referral procedure. Donna Veley offered to assist the committee in working through proper channels in the Governor's office. The main objective of the guidelines is to establish recommended standards that will promote a consistency for document preparation throughout state government, and to potentially eliminate retraining and confusion among employees when transferring among state agencies.

2): Judy Lamm, Health Care Authority, is the Chair of the Career Development Committee. Judy reviewed the focal points of the committee to be working with DOP to establish a Secretary 3 classification, to assist with elimination of the Administrative Assistant series being used out of class for promotions, and to develop a professional "process" through the EAG for assisting agencies in interviewing and testing for Executive Assistant level positions.

3): The EAG Program Committee was newly established at the EAG Planning Conference. Julie Zembal, Dept. of Corrections, is the Chair of the Program Committee. Committee members include Sheila Geisler, Glenda Vick and Pat Schmidlkofer. The purpose of this committee will be to research and coordinate topics of common interest for presentation to the EAG.

Employee Referral: It was suggested that a committee be formed to serve as a focal point for resume sharing and qualified employee referrals. After discussion, it was deemed preferable for most members to keep the referrals on a less formal basis by casual networking discussions at regular meetings.

TOPICS AND SPEAKERS: (\*) A list of potential speakers to address the EAG is attached.





## GENERAL DISCUSSION:

**Meeting Refreshments:** Members reviewed the current procedure for providing coffee and morning refreshments at the EAG meetings. The member hosting the meeting has been responsible for providing refreshments. This procedure appears to be causing the burden on agencies that have adequate parking space for the EAG meetings, and bypasses the members that do not have available parking or adequate meeting facilities. It was agreed that providing refreshments will be rotated on a volunteer basis.

**Meeting Recorder:** It was discussed and agreed that the current process of drawing the name of a member "from the hat" to serve as the meeting recorder is fair and acceptable. The meeting minutes will be sent to the EAG Chair for approval prior to distribution.

**Governor's Referrals:** Methods of dealing with correspondence referrals from the Governor's Office was discussed. It appears that elected official agencies are not required to send copies of their responses to Governor's office referrals to the Governor's office. It was additionally mentioned that telephone responses are an acceptable form of response to referrals from the Governor, as long as written documentation of the telephone response is provided to the Governor's office.

**Promoting the EAG:** Members discussed the value of the EAG and how to promote the visibility of the group and how to gain credibility as a professional organization. Members are encouraged to discuss the group and its purpose with their respective agency head and to be aware of potential "projects" that would mutually serve the members and respective agencies.

**Executive Assistant Positions:** Level of authority and "position" of some members was discussed. Some executive assistants are considered part of the policy making team; some are in Career Executive Program positions. The variance of pay ranges, evaluations, pay increases, level of responsibility, and other aspects were discussed. A listing of state employees serving in the Confidential Secretary classification is available through agency personnel officers (or DOP).

**Governor's Cabinet Meetings:** How Cabinet agency directors share important information with their executive assistant after Monday Cabinet meetings was discussed. (One method that appears to work is for the Director to make notes on the Governor's meeting agenda, then the critical information can be extracted for necessary action by the Executive Assistant, and the agenda is then filed for future reference.)

**EAG Brown Bags:** There is a shared concern among the members that the current schedule of meeting one and one-half hours each month does not provide ample opportunity to address common issues. It was discussed and agreed that luncheon meetings would be held





every other month, on the 3rd Wednesday of each month, for "special" topics and programs of interest (this might be a good time to recruit new members that cannot make the Wednesday morning meetings). Faith Missildine will coordinate the location for the August EAG Brown Bag and will work with the Program Committee to develop the agenda.

Attendance: The current "Reminder Calls" assignments were reviewed as follows:

Betty Mackey - First page of EAG member list  
Judy Lamm - Second page  
Jeri Sevier - Third page  
Rhonda Penrose - Fourth and final pages

Members are encouraged to invite peers from non-participating agencies to the August Brown Bag Lunch.

Future EAG Meeting Agendas:

August 7: Washington State Correspondence Guidelines  
Host: Lesley Brown Location: OFM

September 4: Career Development - DOP Guest Speakers  
Host: Judy Lamm Location: HCA

Career Development: Existing training opportunities for support staff to prepare for promotions was discussed. On-the-job training, internal support staff retreats, providing new opportunities, mentoring, and other ideas were shared among the members.

Copyrighted Software: One member announced a recent surprise audit by a "policing" team of computer software representatives. Members were cautioned to beware of proper software licensing restrictions.

CORRESPONDENCE TRACKING SYSTEMS: Pat Schmidlkofer facilitated the discussion on existing correspondence and project tracking systems. Several members shared the key elements of the packages they use internally. It was agreed that this topic has a high interest among the members. The "Protocol" demonstration that several members attended at IBM was discussed. It was generally agreed that a host run package would not be a cost effective option at this time, and that a PC based package would better serve most members. Pat will conduct further research and will possibly arrange demonstrations of some good correspondence tracking software packages.





ELECTION OF OFFICERS: Nominations and elections resulted in the following members serving as officers of the EAG until the next election at the EAG Planning Conference in June 1992:

CHAIR: Rhonda Penrose, DIS

CO-VICE CHAIRS: Jeri Sevier, SPI  
Linda Fredericks, State Parks

TREASURER: Sheila Geisler, State Auditor

1992 EAG Planning Conference: There was unanimous agreement that Fort Worden would serve as the location of the 1992 EAG Planning Conference. Linda Fredericks checked on available dates, and it was determined that Thursday and Friday, June 11-12, 1992, is the date for next year's conference.

Video: Members viewed a video tape entitled "The Credibility Factor" which focused on personal attributes in maintaining credibility through successful supervision.

Editor's Note: The above recap of the first EAG Planning Conference only highlights the main issues addressed at this conference, and cannot possibly reflect the value of ideas shared, friendships established, mentoring, and the solid foundation upon which the EAG will continue to grow.





EAG MISSION STATEMENT: Opened discussion and agreed to retain the current mission statement of the EAG:

**"TO PROMOTE HIGH STANDARDS AND PROFESSIONALISM AMONG ADMINISTRATIVE SUPPORT PERSONNEL THROUGH MENTORING, NETWORKING AND TRAINING"**

1991-92 GOALS OF THE EAG:

- I. Enhance networking and educational opportunities for statewide administrative support personnel.
- II. Provide a quality resource pool among executive assistants for addressing common issues.
- III. Promote the visibility of the EAG.

1991-92 GOALS AND STRATEGIES OF THE EAG: (Responsibility for strategies will be discussed and assigned at future EAG meetings.)

- GOAL I. Enhance networking and educational opportunities for statewide administrative support personnel
- o Work with DOP to establish a Secretary 3 classification and reduce working the Administrative Assistant series out of class;
  - o Sponsor EAG Brown Bag lunches for topics of special interest and educational speakers;
  - o Continue development of a "Speakers List" and coordinate presentations of interest to the EAG;
  - o Review guidelines with DOP for establishing executive assistants in CEP positions;
  - o Hold a yearly EAG conference to establish goals and strategies.





GOAL II. Provide a quality resource pool among executive assistants for addressing common issues.

- o Finalize the completion of the Washington State Correspondence Guidelines and gain support from the Governor's office;
- o Hold regularly scheduled monthly meetings, as well as special meetings for presentations;
- o Maintain up-to-date members list.

GOAL III. Promote the visibility of the EAG.

- o Develop an informational brochure about the EAG;
- o Hold special "Membership Recruitment" meetings;
- o Assist the Governor's Executive Cabinet with special projects;
- o Promote the EAG as a resource to state agencies for interviewing and testing for Executive Assistants;
- o Share information and meeting minutes with respective agency heads.





Suggested Speakers/Topics for  
Future EAG Meetings

Dept. of Agriculture:

Mary Beth Lang - Dealing with the Media in a Crisis

Dept. of Personnel:

Bill Moore - Cultural Diversity

Dept. of Information Services:

Tim Schoth - Sexual Harassment

Ed Bentley - Electronic Imaging

State Auditor's Office:

Jack Heinricher - Government Ethics

Efficiency Commission:

Lucille Christenson - Workforce 2000

- State Mail System Study

Retirement Systems:

Diana Parkinson - Retirement Planning

Washington State Patrol:

Jack Porter - Personal Safety for Women

Dept. of Natural Resources:

Marilyn McCabe - Mentoring

Superintendent of Public Instruction:

Chris McElroy - Political Savvy  
- Leadership Styles and Strengths  
- Team Building  
- Personal Styles  
- How to deal with Change in the Workplace  
- Time Management

Gene Liddell - Valuing Diversity  
- Career Choices  
- Wellness  
- Multiple Intelligence and Learning

Kathleen Plato - Professional Development Strategies for  
Executive Support Staff

David Halverstadt - Career Development for Support Staff

Monica Schmidt - Career Development

State Printer:

- Available Products and Services







## Washington State Government Executive Assistants Group

August 7, 1991  
Office of Financial Management - 8:00 a.m.  
MEETING MINUTES

### Present:

Lesley Brown, Office of Financial Management  
Donna Velej, Department of Ecology  
Sue Lisk, Interagency Committee on Outdoor Recreation  
Judy Hildebrandt, Department of Wildlife  
Judy Lamm, Health Care Authority  
Marlys Selleg, Human Rights Commission  
Vicki Flynn, Department of Agriculture  
Donna Larson, Indeterminate Sentencing Review Board  
Linda Moon, Department of Corrections  
Diana Nelson, Department of Health  
Ann Anderson, Arts Commission  
Faith Missildine, Washington State Patrol  
Sheila Geisler, State Auditors Office  
Lois Felber, Office of the Governor  
Lamona Foster, Office of the Governor  
Rhonda Penrose, Department of Information Services

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The meeting was hosted by Lesley Brown. Lesley called the meeting to order at 8:15 a.m. Rhonda Penrose was appointed meeting recorder.

### GENERAL BUSINESS:

**Washington State Correspondence Guidelines:** Lesley provided status on the latest draft of the Correspondence Guidelines. Members received a copy of the draft last week and were asked to submit comments in writing to Lesley for discussion at the next subcommittee meeting. Comments are due to Lesley Brown, OFM, Mailstop AQ-44, no later than the end of August. Please include your name so that questions/feedback can be appropriately directed. Anticipated completion date of the Guidelines Manual is June 1992.

Lesley commented that the committee is working with Barbara Gooding of the Governor's office to ensure that the proposed guidelines are in accordance with Efficiency Commission and federal postal regulations. A section on preparing correspondence for the Governor's signature will be included in the manual.



**Career Development:** Judy Lamm, Chair, provided status of the subcommittee's efforts to work with the Department of Personnel during their class study of the clerical series. A draft letter to Dee Henderson (attached) was distributed for member comment to Judy. The subcommittee has discussed the establishment of a Secretary 3 classification with DOP. It appears that DOP feels the Administrative Assistant series addresses the gap between the Secretary 2 and Confidential Secretary classifications. The issue of whether to continue pursuing the Secretary 3 classification was discussed among the members, and the general consensus of the group was to support the creation of a Secretary 3 classification. It was felt we should work to eliminate Secretaries working out of class in the Administrative Assistant series, and to provide a promotional ladder for Secretary 2 incumbents that prefer to remain in the Secretarial field -- and not be forced into the AA classification for promotional opportunities. The subcommittee will continue to stress our interest and support of this effort to the Department of Personnel. Please direct all questions/comments regarding this issue to Judy Lamm, Health Care Authority.

**Treasurers Report:** Sheila Geisler, EAG Treasurer, reported the EAG Total Liabilities and Fund Balance to be \$375.78.

**Roundtable Discussion:**

Each member provided a brief status report on their respective agency "happenings". Some of agency comments were as follows:

**Office of the Governor:** Encouraged members to educate themselves on the Term Initiative. Campaign efforts against the Initiative are underway.

**Dept. of Ecology:** Asked for input from members who had experience in Team Building sessions; Ecology is looking for recommendations on a Facilitator.

**Washington State Patrol:** State of Washington experienced the lowest death toll rate in state history during the month of July.

**Arts Commission:** Governor's Arts Awards are scheduled for February 17. Tickets are free by contacting Ann at 753-3860.

**Wildlife:** The recent oil spill is greatly impacting Wildlife and other natural resource agencies. The first support staff retreat was held in Spokane for Wildlife employees. Judy highly recommended "Kirk's Lodge" as an excellent bed and breakfast facility for this type of function.



EAG Minutes  
August 7, 1991  
Page Three

Health Care Authority: HCA is interested in joining other smaller agency support staff retreats. Please contact Judy Lamm if you would be willing to share resources for support staff training.

**NEW BUSINESS:**

The Governor's Community Days is scheduled for September 5th and 6th in Eastern Washington. Curt Smitch's mother has extended a dinner invitation to Cabinet members for the evening of the 4th. It was suggested that overnight accommodations be reserved at the Pasco Red Lion, since the breakfast meeting on the first day is scheduled at that facility.

EAG Planning Conference Notebooks: Rhonda Penrose briefly recapped the first planning conference. Feedback has been very positive, and members are looking forward to next year's event. There are several extra notebooks available, and Rhonda will work to distribute to members that were not able to attend the conference.

**FUTURE MEETING SCHEDULE:**

EAG BROWN BAG - AUGUST 21: Faith Missildine has coordinated the first "EAG Brown Bag Networking Session" to be held on August 21 (3rd Wednesday of August) at Noon in the GA First Floor Auditorium. It is hoped that these sessions will allow members to share ideas and address issues that time constraints prevent at regular meetings. All members are encouraged to attend. There will be discussion on periodic guest speakers.

**REGULAR MEETINGS (8:00 a.m. - 9:30 a.m.):**

SEPTEMBER 4: The next regularly scheduled meeting of the EAG will be held at the Health Care Authority, hosted by Judy Lamm. A map is attached for your convenience.

OCTOBER 2: Vicki Flynn will host the October meeting in the Department of Agriculture's conference room, GA Building.

NOVEMBER 6: The November meeting will be held in the 3rd Floor Conference Room at OFM; hosted by Faith Missildine.

Meeting adjourned 9:20 a.m.







Washington State Government  
**Executive Assistants Group**

MINUTES

September 4, 1991  
Health Care Authority  
Lacey, Washington

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**Present:**

Judy Lamm, Health Care Authority  
Geri Ridley, Washington Basic Health Plan  
Sue Lisk, Interagency Committee on Outdoor Recreation  
Donna Larson, Indeterminate Sentence Review Board  
Denise Kilborn, State Supreme Court  
Naomi Hanson, Administrator for the Courts  
Claudia Chittim, Health Care Commission  
Lesley Brown, Office of Financial Management  
Judy Hildebrandt, Department of Wildlife  
Linda Moon, Department of Corrections  
Jeri Sevier, Superintendent of Public Instruction  
Ilene Nelson, Department of Personnel  
Rhonda Penrose, Department of Information Services

The meeting was hosted by Judy Lamm and was called to order by Rhonda Penrose at 8:15 a.m. Donna Larson was selected as meeting recorder.

The Minutes of the last meeting were approved. There was no Treasurer's Report given inasmuch as Sheila Geisler was not present.

**GUEST SPEAKER:**

Bev Tafoya from the Department of Personnel discussed the process for In-Training Appointments per WAC 356-30-135 which was revised in February. The concept of the "in-training" rule is to take a series (classification) and advance a person from the lowest level to the highest level. You must have someone to supervise the position while in the



"in-training" mode. A training plan must be developed within the agency, and then coordinate with Department of Personnel regarding the position allocation. There can be as little as 6 months and as much as 24 months between each level of the series. The person is paid at the lower level until they successfully complete the specified training period and then the pay advances at the same rate as the person through the levels. There are some risks involved because if the person does not successfully complete the training period between any of the levels, they are taken off the training track and put back in the job they held previously. The entire program requires close work with DOP representatives and with the agency personnel office. You must think about the position you are putting in the training track and how it might impact morale in the office, i.e. you need to be fair and impartial - yet the trainee must display the ability to perform the duties at the higher level. This type program often times helps with recruitment and retention problems.

The new rule went into effect in February and is much more flexible then the old in-training rule was. Agencies are using it more and more as they learn how it can be applied. It is a good substitute for an underfill -- if placed in "in-training" at the lowest level they can proceed upward, whereas an underfill is stuck at the lower level.

The candidate for in-training must meet the minimum requirements for the lowest level, or be on the register, but they don't have to meet the minimum qualifications for the highest level. The supervisor to the in-training position is a key factor. It is necessary to work with the individual and help them grow and develop. Performance evaluations are very important. There may be some situations where the in-training program appears very logical, as in the Administrative Assistant series, however there may be some areas where it may not appear to be so logical but for some reason it is quite advantageous for that particular situation or agency.

Bev said she would be more than happy to meet with any agency to discuss the in-training rule or to help with the training program design, etc.

## **GENERAL BUSINESS:**

**Career Development:** Judy Lamm reported that on Thursday of this week she, Judy Hildebrandt and Lesley Brown will be meeting with Marilyn Glenn and John Robertson at DOP to discuss the possibility of a Secretary III classification. They will inform them also that our group is willing to assist with screening and testing for other executive assistant positions if either the DOP or an individual agency requests our assistance.

Judy Lamm asked to defer the report of the Career Development Committee to the next meeting so she can report on the meeting at DOP at the same time.

Judy was asked to pass on to DOP that if they are going to do an all-class review, they please address typing requirements for different job classes. In the current day of computers, almost everyone has to type at some time. Some managers now prefer to use their own computer for typing. There is no longer a clear distinction of which jobs



require typing skills.

Also, along the same lines, we would like to suggest creation of a Support Staff I, II, III, etc. series or something similar. With the age of computers, the Secretary classification "doesn't quite cut it any more".

In addition to offering our services for interviewing and screening applicants for executive assistant or other exempt positions, we can also offer, if we are leaving a position on good terms, of course, to assist with filling that position.

**Correspondence Guidelines:** Lesley Brown said her committee has no report at this time. Her committee is next meeting on September 17 to address the comments received on the draft which was distributed previously.

Lesley reported that OFM will be having an Administrative Assistant 5 position open soon. Pauline Carlton at OFM can be contacted for further information.

#### **Roundtable:**

**Rhonda Penrose** is leaving her current position. She is not certain whether she will be staying in DIS, somewhere else in state government, or some other opportunity that might open up. As a result, she reported that this is her last meeting as EAG Chair. She is not certain of the exact date she will leave her position, but at our next meeting we will need to discuss filling the Chair position.

**Ilene Nelson** at DOP indicated that Dee Henderson will be meeting with all agency directors sometime in September or October to discuss Work Force 2000. In mid-September DOP will publish a new guide to DOP - who does what and where.

**Jeri Sevier** at SPI said they are in the midst of a reorganization and the accompanying adjustments, groans, grumbles, etc.

**Linda Moon** reports that DOC is still working on siting new facilities.

**Judy Hildebrandt** reported that Wildlife recently held its first agency training seminar since 1977. It was held at TESC and they had some very good programs and presenters.

**Claudia Chittim** reported that the Health Care Commission sunsets at the end of 1992. They are doing a report to the Governor at the end of December, and getting ready for a series of community meetings.

**Naomi Hanson** is now at Office of Administrator for the Courts, on a one year position rotation from Supreme Court, and **Denise Kilborn** will be the Supreme Court representative to this group.



**Donna Larson** thanked Rhonda Penrose for her leadership role with the EAG and all her time and effort expended in getting us "up and running". We will miss her.

**Geri Ridley** reported that Basic Health Plan is also looking at some reorganization.

**Judy Lamm** said the Health Care Authority is gearing up for a Board retreat, followed by executive staff retreat. She recently proposed having a support staff retreat and the suggestion was not well received by management. They are outgrowing their current office space and will soon be looking for new quarters.

Several representatives of small agencies indicated they would be interested in "tagging onto" support staff retreats of some of the larger agencies. Wildlife and SPI both said they would check with management to see if that would present any problems with their respective support staff retreats.

#### **BROWN BAG RECAP:**

Donna Larson reported that five people attended the last brown bag lunch. Everyone seemed to feel it was beneficial to have that informal time together. As a result of their discussion, it was suggested that at one of our meetings we discuss the scheduling of meetings, conferences, seminars, etc. at handicapped accessible facilities. It became apparent during discussion that we frequently schedule meetings without thinking about that. There are ways to pool resources, and there are some people willing to speak on the issue. Paula Perette at Revenue has the name of several presenters.

#### **NEXT MEETING:**

The next meeting will be on October 2, hosted by Vicki Flynn in the Department of Agriculture's conference room in the G. A. Building. Jeri Sevier and Linda Fredericks will co-chair the meeting, and we will discuss a replacement for Rhonda.

The meeting was adjourned at 9:30 a.m.





Washington State Government  
**Executive Assistants Group**

RECEIVED

OCT 21 1991

MINUTES

Indeterminate Se  
Review Board

October 2, 1991

Department of Agriculture Conference Room  
General Administration Building

**Present:**

Jeri Sevier, Superintendent of Public Instruction  
Marlys Selleg, Human Rights Commission  
Sue Lisk, Interagency Committee on Outdoor Recreation  
Linda Moon, Department of Corrections  
Naomi Hanson, Office of the Administrator for the Courts  
Denise Kilborn, State Supreme Court  
Vicki Flynn, Department of Agriculture  
Sheila Geisler, State Auditor's Office  
Judy Lamm, Health Care Authority  
Mary Henley, Employment Security Department  
Faith Missildine, Washington State Patrol  
Ann Anderson, Arts Commission  
Judy Hildebrandt, Department of Wildlife  
Paula Peretti, Department of Revenue  
Ilene Nelson, Department of Personnel  
Donna Veley, Department of Ecology  
Diana Nelson, Department of Health  
Lesley Brown, Office of Financial Management  
Geri Ridley, Washington Basic Health Department  
Linda Fredericks, Parks and Recreation Commission

The meeting was hosted by Vicki Flynn and was called to order by Jeri Sevier. Naomi Hanson was selected as meeting recorder.

The minutes of the September 4 meeting were approved.

#### **ELECTION OF EAG CHAIR AND RECORDER/SECRETARY:**

In response to the resignation of Rhonda Penrose, effective October 1, 1991, Jeri asked the group if anyone was interested in taking over the role of Chair for the EAG. It was pointed out that Rhonda had played such an important part in leading EAG and had resources at her disposal which might not be available to other members. A recurring theme to come out of the discussion was the consideration of separating the different responsibilities to lessen the load on one individual. Donna Larson had offered to be the EAG Secretary/Recorder which includes keeping the membership list current and sending out the minutes after each meeting. The chair would be responsible only for putting together an agenda and leading the monthly meeting. The role of the meeting recorder was also discussed. Linda Fredericks moved and Ann Anderson seconded that those persons actively working on committees within EAG be exempt from the responsibility of meeting recorder. This motion passed. It was decided that we would continue the same procedure as in the past in picking the meeting recorder, with those persons exempt not putting their names in the drawing. Discussion returned to a replacement for Rhonda. Mary Henley nominated Judy Lamm for EAG Chair. Judy indicated that she would accept the appointment of EAG Chair. Those in attendance approved her appointment. Judy asked that all agenda items be submitted to her by the 15th of each month so notice can go out in a timely fashion. The EAG Chair and Secretary/Recorder are six-month appointments.

#### **TREASURER'S REPORT:**

Sheila Geisler reported that EAG has a total of \$409.78 in the account as of August 31, 1991. See attached balance sheet and income statement. It was suggested that the excess funds be used for the next planning conference. Linda Fredericks and Jeri Sevier will be co-chairing the event. Sheila indicated an interest in being on that committee.

#### **HOLIDAY PARTY:**

The idea of a holiday party in December was discussed. No decision was made in this regard.

#### **SUBCOMMITTEE STATUS REPORTS:**

**CAREER DEVELOPMENT:** Judy Lamm, Chair, reported that Geri Ridley, Lesley Brown, and Judy Hildebrandt met with the Department of Personnel to discuss a number of items including the test levels for the clerical series for secretaries and administrative assistants. DOP seemed very receptive to their suggestions. The use of "in-training" options was also discussed. The committee intended to stay in touch with DOP to follow up on these matters and to keep DOP aware of the need for career ladders for clerical



personnel. Lesley indicated that DOP will be reviewing the whole clerical series and might be calling on some of the Executive Assistants (EAs) to solicit comments and suggestions. Another suggestion was the need for a career executive program for support staff with classes relating more to their interests. Donna Veley indicated that Christine Gregoire of the Department of Ecology is very supportive of a career ladder for support staff. It was suggested that contact be made with the Inter Agency Committee for State Employed Women (ICSEW) for its assistance in helping to create a bridge between clerical and management positions. Judy stressed the need for each member of EAG to talk with their employer to inform them of the EAG goals in this regard.

**WRITING REFERENCE MANUAL:** Lesley Brown reported that the proposed manual had been shared with Doug Tanabe from the Governor's Office. There were five EAG members in attendance. Mr. Tanabe's first concern was clarification as to what EAG wanted to accomplish in the preparation and dissemination of the Writing Reference Manual. After the goals had been explained, he indicated he would present it to management team at their Monday, October 7, meeting. He would also talk to the Governor and his personal assistant, Miriam Bausch. Similar guidelines were proposed in 1988 but were not approved since Governor Gardner did not want to dictate a mandatory style for each agency. Lesley thanked all the members for their contributions.

**EAG PROGRAM COMMITTEE:** Julie Zembal was not in attendance.

**BROWN BAG MEETING:** Linda Moon reported that Nancy Worth would be speaking at the next Brown Bag with regard to handicapped facilities. The meeting is scheduled for October 16 at 12:00 noon in the Agriculture Conference Room, GA Building. It was suggested that persons use the shuttle or call the EAs in the GA Building to learn where their guest parking is located.

The group was reminded that the Brown Bag meetings had originally been established for the purpose of "networking" only, with no program. It was felt that there was the need for an opportunity to share ideas etc. Our monthly meetings do not afford time to do that. General discussion followed confirming that Brown Bag meetings are to be every other month. The program ideas that came out of the planning conference were to be part of the regular monthly meetings.

#### **ROUNDTABLE:**

**LINDA FREDERICKS** from Parks and Recreation shared her "how I spent my summer" story -- she was a seamstress for the theater in Utah where her daughter was involved in summer stock. On a "work note", Linda was on the planning team for the National Parks Conference held in Oregon and it went well. Her director is retiring at the end of November.



**VICKI FLYNN** of Agriculture reported that they had just completed hosting the national conference in Seattle from September 8 through 11. The program was well received and they had received many complimentary letters. She has information to share if anyone is planning a similar event.

**SHEILA GEISLER** from the Auditor's Office reported she was working on the research of the history of the Auditor's Office for the last 100 years.

**JUDY LAMM** indicated that the Health Care Authority is just beginning a study of how health care is purchased. HCA is "bursting at the seams" and she has just submitted a space plan to GA for an adequate facility.

**MARY HENLEY** reported that Employment Security is going through a major reorganization with a new director. She announced that they had won the bid to host the conference for National Employment Security Agencies in 1993 and she would welcome any assistance. She also requested input from other members regarding what agencies are using PROFS and what request forms are used when directors are asked by staff to speak. Her concern was what particular information was required at the time of the request. Employment Security's employee recognition ceremony is October 14 and other agencies had been invited to attend.

**FAITH MISSILDINE** reported that the State Patrol had just completed furnishing the security for the National Governors Association Conference and for the president of Korea. They also just completed their annual support staff conference at the Black Lake Bible conference facility which she felt had gone very well. This facility cannot accommodate the handicapped, however. WSP has its 1992 entertainment books for sale.

**ANN ANDERSON** announced that the Arts Commission, in association with the Superintendent of Public Instruction and Washington State School Directors' Association, is sponsoring a series of traveling exhibitions for the public schools, called "Multiples: The Sciences and Art". The dedication and opening reception will be held at the Office of the Superintendent of Public Instruction on October 9 from 5:00 p.m. to 7:00 p.m.

**JUDY HILDEBRANDT** reported that Wildlife had just completed an "Elk Collaring Trip", the goal being to implant radio tracking devices in elks to help prevent poaching.

**PAULA PERETTI** of Revenue announced that invitations had gone to all Cabinet members to participate in working on service quality for Workforce 2000. She would be calling those who had not responded.

**LESLEY BROWN** indicated that the ramifications of the budget reduction requests was the main topic at OFM!

**ILENE NELSON** reported on various meetings completed or to be held in the future at DOP.

**GERI RIDLEY** indicated that Washington Basic Health Plan is not a part of the Cabinet. They are presently working on reorganization.

**DONNA VELEY** of Ecology announced they had recently completed their first executive support staff retreat. There are ten participants in the program. Christine Gregoire and Fred Olson are very supportive of these efforts but there has been no response from the Assistant Directors.

**JERI SEVIER** reported that they are just beginning to plan the conference for OSPI support staff and they will consider inviting smaller agencies to participate. They have a budget of approximately \$5,000. She is coordinating a conference in 1993 for the Council of the Chief State School Officers (CCSSO) which will be held in Seattle.

**NEXT MEETING:**

The next regularly scheduled meeting of the EAG will be held November 6 at OFM in the Third Floor Conference Room, hosted by Faith Missildine.

The meeting was adjourned at 9:30 a.m.







Washington State Government

## Executive Assistants Group

### MINUTES

RECEIVED

NOV 27 1991

November 6, 1991  
Office of Financial Management

Indeterminate Sentence  
Review Board

#### Present:

Mary Henley, Employment Security Department  
Donna Velez, Department of Ecology  
Naomi Hanson, Administrator for the Courts  
Linda Fredericks, Parks and Recreation Commission  
Judy Hildebrandt, Department of Wildlife  
Jeri Sevier, Superintendent of Public Instruction  
Paula Peretti, Department of Revenue  
Judy Lamm, Health Care Authority  
Donna Larson, Indeterminate Sentence Review Board  
Julie Zembal, Department of Corrections  
Faith Missildine, Washington State Patrol  
Lesley Brown, Office of Financial Management  
Debora Brown, Department of Community Development

The meeting was hosted by Faith Missildine and called to order by Judy Lamm. Mary Henley was selected meeting recorder.

The minutes of the October 2 meeting were approved.

The December meeting date was discussed and changed to December 13. This meeting will be a combined potluck luncheon and afternoon planning session. We will invite Rhonda Penrose to the luncheon and present her with a token of appreciation from the EAG.

Lunch will be a salad and dessert potluck. Members with a last name A-M will bring a salad and those with last names N-Z will bring a dessert. Jeri Sevier will find a location.

Linda and Jeri will work with Judy on the agenda. Agenda items for the December 13 meeting should be submitted by November 27.

Donna Larson indicated that the master mailing list will need to be updated with the new post office box numbers. She will bring the list to the December meeting so members can update their own information.

No Treasurer's report was given as Sheila Geisler was not able to attend.

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*The Executive Assistants Group is a non-profit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training.*





## SUBCOMMITTEE STATUS REPORTS

EAG PROGRAM COMMITTEE - Julie Zembal said she understood that the focus for the Program Committee had changed; that speakers would be scheduled for the monthly meetings instead of the brown bag lunches. She has invited Nancy Wuerth, Governor's Committee on Disability Issues and Employment, to attend the January meeting to discuss handicapped accommodation.

In addition, she indicated that Pat Schmidtkofer has completed a proposal for employee recognition for her agency and would like to share it with the EAG at the December meeting. George Northcroft, Director of the Department of Retirement Systems, has expressed an interest in talking to the group regarding retirement planning.

WRITING REFERENCE MANUAL - Lesley Brown said that the committee is looking at some of the writing styles in the writing section and hopes to have a conversation with the consultant who provides training on editing for clear writing. She noted that the chief of staff at SPI had recently met with the Governor's office and in that meeting, expressed support of the EAG's efforts in this area.

On another matter, Lesley shared with the group her thoughts that Executive Assistants be automatically placed on registers for the Administrative Assistant series. Some members expressed concern that this might not be allowable by law, in that those in exempt classifications would not have competed to be on those registers. It was agreed, however, to contact Ilene Nelson at DOP and pose the question.

CAREER DEVELOPMENT - Judy Lamm said there had been a meeting with Judy Storey at DOP regarding developing a Career Executive Support Program for Executive Assistants. Ms. Storey was receptive to the idea. There was some discussion about additional ground-work that would need to be done (fiscal impacts, the need for legislation). Debora Brown agreed to join the committee to look at these issues.

Debora asked if any work had been done to determine what kinds of classes are available for support staff. This led to discussion about the lack of quality training for support staff and the fact that there are no mandatory classes.

Judy indicated that the new CEP director at DOP, Rafael Colon, had provided her with copies of the Career Executive skills bank survey for EAG members to complete, as to the types of training we would like to receive. She asked that they be completed and returned to her within a week.

## NEW BUSINESS

The January meeting will be hosted by Mary Henley at Employment Security and the February meeting will be hosted by Paula Peretti at the Department of Revenue's Employee Services office.





Faith Missildine suggested that the monthly brown bags be put on hold until after the legislative session. She said that attendance has been poor and it is sometimes difficult to find a location. It was agreed that these noon time sessions were helpful and that perhaps a standard location could be identified. It was clarified that these sessions are held every other month on the third Wednesday.

#### ROUNDTABLE

Donna Veley said that they have been receiving numerous phone calls asking if Chris Gregoire is running for Attorney General.

Julie Zembal said that the Department of Corrections is losing its Deputy Director to the state of Alaska. They will be recruiting for this position.

Donna Larson said that she has been participating on a work group on sentencing guidelines.

Debora Brown said that the Department of Community Development has an AA 3 position open. In addition, their director has indicated that he will not be filling the assistant director position which has been vacant for about a year.

Paula Peretti said that the defeat of Initiative 559 saved their property tax division considerable work.

Jeri Sevier said that SPI received 327 applications for two Confidential Secretary positions they recruited for. In addition, she said the support staff planning conference expressed some concern about allowing other agencies to participate, feeling this would take up space intended for SPI. Jeri indicated that once all SPI participants have been registered, she will offer space to other agencies.

Judy Hildebrandt said that the fires in Eastern Washington closed most of the hunting areas and that they were deluged with calls and visits from hunters who wanted their money refunded.

Linda Fredericks said that the Parks Commission will have a new director, Cleve Pinnix, effective December 1.

Lesley Brown said that OFM continues to work its way through the budget.

#### ADJOURNMENT

Having no further business, the meeting was adjourned.



