



FOCUS ON THE OUTCOME NEW CUSTOMER SERVICE INITIATIVE SUPPORTS COUNTY'S MISSION



Fulfilling Our Customers through Unbeatable Service

The buzz swirling around County offices is true: there is a new "FOCUS" on customer service.

The Office of Employee Services conducted its first of 17 all-day classes on March 3. The aim of these classes is to help all employees of the Lake County Board of County Commissioners understand their role in fulfilling the County's mission statement: "To Provide Excellence in Service." The FOCUS program, which stands for "Fulfilling Our Customers through Unbeatable Service," is a unique program that was developed from a variety of sources, including site visits to private companies and other governmental agencies.

"Obviously, the Board of County Commissioners take customer service very seriously," said County Manager Cindy Hall. "Our residents expect and deserve good quality service. A recent survey indicates we do offer very good customer service; however, there is always room for improvement and I believe FOCUS will help us sharpen our customer service skills."

This new program is a required course for all County employees - similar to the Workplace Violence and Diversity training provided by the Office Employee Services last year.

However, FOCUS features a few activities designed to provide employees with an interactive and fun experience. Different courses are held throughout the day and are taught by different facilitators. Each course is distinctly different with a variety of activities and exercises that "support classroom interaction about customer service," said Jeannine Nelson, who is coordinating the FOCUS program.

"This program will help us proactively pursue a reputation for excellent customer service in government," Nelson said. "This is what it's all about."

The program strives to teach participants six core skills of customer service: Flexibility, Communication, Respect, Empathy, Expertise and Initiative. These six skills are taught by various County employees who were primarily selected from the County's Toastmasters Club, which is a group that works to enhance their public-speaking skills.

"The staff at the Agricultural Center has been great helping out to make the FOCUS program a success," Nelson said.

Each FOCUS program is held at the Lake County Agricultural Center from 8 a.m. to 5 p.m.

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FOCUS ON THE PRIZE...

The facilitators for the FOCUS program are:



Jeannine Nelson
Lead Facilitator
Employee Services Specialist
Office of Employee Services



Eric Anderson
Senior Landfill Supervisor
Department of
Environmental Services



Kathy Pagan
Tourism Specialist
Department of Tourism &
Business Relations



Chris Patton
Public Information Coordinator
Office of Information Outreach



Sharon Tatum
Public Education Specialist
Department of
Environmental Services



Angi Thompson
Impact Fee Coordinator
Department of
Growth Management

WELLNESS

SNACKING CAN BE HEALTHY

Need a snack? No problem, just keep it healthy. If you watch what you are eating, you can get some of the fiber and nutrients your body needs through your snacking. You can also delay some of those between-meal hunger strikes that can cause you to overeat. Smart snacking can help you reduce your calorie intake if you eat smaller meals and use your snacks to keep you going in between meals. Keep in mind that as you age your body needs fewer calories.

Here are some suggestions for healthy snacks:

- Fruit: fresh (e.g., apples), frozen (e.g., grapes) or dried (e.g., apricots).
- Raw vegetables (e.g., carrots, celery, red and green pepper). Dip them in low-fat dressing for a little extra zing.
- Slices of angel food cake with nonfat whipped topping.
- Whole grain crackers with reduced-fat cheese or peanut butter.
- Nonfat cottage cheese or yogurt with honey.
- A handful of nuts or trail mix.
- Hummus with whole-wheat pita bread.
- A smoothie (nonfat milk or yogurt blended with fruit).

- Adapted from the AARP

Tip 1: Prep vegetables into snack bags on Sunday so you have ready-to-go snacks for the entire week.

Tip 2: Keep your snacks less than 250 calories.



The information included in this newsletter is no way intended as medical advice and should not substitute for consulting with a healthcare provider.

HOW PERCEPTIVE ARE YOU?

Match the following job function with the department or office that performs the service.

- | | |
|--|--|
| 1 Ensures e-mail to and from the County is being delivered | A Department of Public Works |
| 2 Averages more than 1,000 visitors to the office every month | B Office of Information Outreach |
| 3 Responsible for maintaining all County buildings | C Office of Budget |
| 4 Ensures that goods and services purchased follow the County's code of ethics | D County Attorney's Office |
| 5 Helps visitors and citizens learn about nature through guided tours of County parks | E Department of Growth Management |
| 6 Handles more than 100 public records requests a year | F Department of Facilities Development & Management |
| 7 Responsible for maintaining the County's Web sites on the Internet and intranet | G Office of Information Technology |
| 8 Certifies the tax roll before it goes to the Tax Collector's Office | H Office of Procurement Services |

Key: 1:C; 2:E; 3:F; 4:H; 5:A; 6:D; 7:B; 8:C

LAKE COUNTY'S VALUES

Lake County's values are **Accountability, Diversity, Excellent Service, Innovation, Integrity, Professionalism and Teamwork**. This quarter's featured value is:

"INTEGRITY"

Lake County BCC employees are honest and forthright in their dealings with employees, citizens, vendors, teammates, and other organizations. They conduct business with respect for laws and regulations and promote individual responsibility to ensure that all actions are based on the highest ethical standards.

Acting with integrity means keeping promises that are made, having the skills and knowledge to perform the best job, and behaving ethically. When faced with a difficult or compromising situation, employees should follow the County's Code of Ethics that apply to the particular situation, and explore alternative solutions that will not interfere with integrity at work. The County's Code of Ethics can be found on the intranet, under Documents and Forms, Employment Policies and Procedures, Policies and Practices Employee Manual, Section 1. On the internet, the Code of Ethics can be found on Lake County's website (www.lakecountyfl.gov), under Employee Services, Career, Employment Policies and Procedures, Section 1.

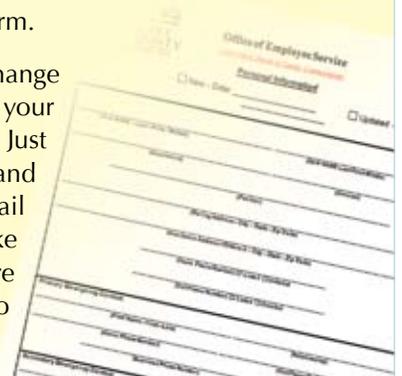
HEALTH INSURANCE & BENEFITS UPDATES

JUST A FEW REMINDERS...

UPDATE YOUR PERSONAL INFORMATION AND LIFE INSURANCE BENEFICIARY

Have you recently changed your name, or moved? If you have not updated your personal information with Employee Services, now is the time! There are two forms, conveniently located on the Intranet under Documents and Forms. The Personal Information Form can be filled out and emailed to Employee Services or printed out and sent via interoffice mail. If you are submitting a name change, a copy of your new social security card and new driver's license is required along with the form.

The Metlife Beneficiary Change Form is used to update your beneficiary information. Just print the form, fill it out and send it via interoffice mail to Employee Services. Take some time to make sure your information is up to date and current.



WORK TIPS

HEADING TOWARD EXCELLENCE

The following are three recommendations for a plan of success:

- **Look at where you are now.** Determine your current situation and form a picture of yourself and your circumstances. Once you understand where you are currently, you'll put yourself in a position to make necessary changes.
- **Set your priorities.** Understand your present strengths and weaknesses and make a list of all things that are important to you. Then, reflect the levels of importance on these items until a clear snapshot begins to form of what you value.
- **Identify what you need to improve.** Once it's clear what you want and need to change, start observing people who are doing what you want to do, living how you want to live or are known for their success. Learn from the examples around you. Do research. Identify good practices that you see in others.

Based on The European Foundation for Quality Management's "Excellence Model"



SAFETY

SPRING IS HERE!

Spring is here and it is time to do spring-cleaning around your work area! A clean work area is a happy, productive, and safe work area. Your work area represents you, your department and the County!

Cleaning up your work area is not a waste of time. It might feel like it at the time, but the long-term result is quite the opposite.

Results of a cluttered work area:

- Injuries (e.g., when employees trip, fall, strike, or are struck by out-of-place objects)
- Increased work time because of time spent maneuvering over and around someone else's mess, and time spent looking for proper tools and materials.
- Possible fires due to improper disposal and storage of flammable or combustible materials and wastes.
- A department's disorganized reputation due to "first impression" of a cluttered work area.
- Low employee morale.
- Waste of valuable work area.

General housekeeping tips for all to follow:

- Promptly clean up spills (water, coffee, oils, grease, etc.) on floors that could cause a slip and fall hazard.
- Clean up after yourself. Pick up your trash and debris and properly dispose of it, or place it where it will not pose a hazard to others.
- Stack materials and supplies orderly and secure them so they will not topple or protrude into aisle ways.
- When done using tools, electrical cords, hoses, and other similar items, properly store in designated place.



SUPERVISORY/MANAGEMENT

MANAGE YOUR TEAM'S KNOWLEDGE

Managers, here's how to make "knowledge management" a part of your work routine.

As you know, your department risks losing important and essential information every time a staff member moves to another position, department or organization.

————— Here's a great low-tech way to prevent the loss of knowledge: —————

In weekly or monthly meetings, ask everyone in the group to share a recent workplace experience (e.g., a success, a surprise, a failure, or an error). Then ask them what they learned from the situation, and what they might do differently as a result. Let people ask questions and share their own solutions. The discussions will draw your team closer together and the resulting informal "training" will pay off in productivity.

EMPLOYEE ACHIEVEMENTS

Katia R. Barber, Library Assistant

Community Services

Received her Master's Degree in Library Studies from the University of South Florida.

Roberto A. Bonilla, Parks Director

Public Works

Received the 2008 Certificate of Excellence from the Park Ranger Institute.

Christine W. Carroll, Office Associate II

Community Services

Completed Local Agency Instructor training through the Florida Department of Law Enforcement and earned her recertification in December.

Susan K. Dugan, Senior Contracting Officer

Procurement Services

Completed re-certification as a Certified Professional Public Buyer (CPPB) through the National Institute of Governmental Purchasing (NIGP).

Aidan J. Holmes, Office Associate III

Public Safety

Completed the series of exams for the CompTIA A+ IT Technician certification.

Timothy J. Horschler, Animal Control Officer

Public Safety

Successfully completed certification as an Animal Control Officer.

Roseann M. Johnson, Procurement Services Supervisor

Procurement Services

Completed re-certification as a Certified Professional Public Buyer (CPPB) through the National Institute of Governmental Purchasing (NIGP).

Philip Maggio, Engineer IV

Public Works

Successfully passed the Professional Engineering exam and is now licensed in the State of Florida.

Cory P. Sommer, Animal Control Officer

Public Safety

Successfully completed certification as an Animal Control Officer.

Frederick J. Schneider, Engineering Director

Public Works

Received the LSMPO 2008 Horizon Award for the Lake County Transportation Concurrency Management System.

Ricardo Soto-Lopez, Chief Planner

Growth Management

Passed all three of the introductory courses on the Incident Command System from the FEMA Emergency Management Institute.

Gregg Welstead, Director

Conservation and Compliance

Received credentialing from the International City/County Manager's Association in January to become a CM-ICMA Credentialed Manager.

Supervisors: Please submit employee and workgroup accomplishments (e.g., credentials, certifications, certificates, awards, special recognition by professional association, publications, etc.) to the Office of Employee Services. These accomplishments should be County business and/or job related. Kudos will be used for future Lake@Work issues.

NEW EMPLOYEE TEAM IS ALL ABOUT THE GREEN

On Feb. 6, Lake County Manager Cindy Hall announced a new countywide endeavor to help bring County government and the community to the forefront of conservation awareness and practices.

The "Green Team" is comprised of 13 employees from a variety of County departments. The team is charged with suggesting ways to protect Lake County's natural resources. A few subject areas that the team is brainstorming about include alternative energy sources, green building initiatives, water conservation, fuel reduction, habitat protection and wildlife preservation.

"The Green Team will be an ongoing program," Hall said. "Periodically, we will bring information, proposals or spin-off programs to the Board of County Commissioners for direction and public dissemination. I am excited about the direction that we are headed with a strong focus on preserving our environment."

"The implementation of any new eco-friendly practice could involve a multitude of mechanisms, including public-private partnerships, intergovernmental coordination, grants, policy changes and public outreach," said Amye Fish, Director of the Department of Growth Management, who is leading the Green Team.

"At our first meeting, a number of great ideas were shared," she added. "Perhaps, one of the most important topics we addressed was how the County could encourage residents to practice eco-friendly tips. For us to promote these conservation and preservation tips to citizens, we thought it was best if we first set an example by making sure all County employees were implementing these green initiatives into their lives."

To help promote an eco-friendly lifestyle, the Green Team will be providing a few tips in each Lake@Work newsletter.

THE GREEN TEAM IS COMPRISED OF:

Mike Bowers

Environmental Compliance and Enforcement Director
Department of Environmental Utilities

Emilio Bruna

Solid Waste Programs Director
Department of Environmental Utilities

Charles Fedunak

Extension Agent III
Lake County Extension Office

Dale Greiner

Building Services Division Director
Department of Growth Management

David Hansen

Public Lands Manager
Department of Public Works

Mary Hamilton

Stormwater Project Manager
Department of Public Works

Richard LeBlanc

Architect
Department of Facilities Development & Management

Chris Patton

Public Information Coordinator
Office of Information Outreach

Brad Russ

District Resource Coordinator
Lake Soil & Water Conservation District

Barnett Schwartzman

Director
Office of Procurement Services

Dave Vasquez

Fleet Management Director
Office of Procurement Services

Gregg Welstead

Director
Conservation and Compliance

GREEN TIP

There are numerous ways to save water, including installing low-flow showerheads and not letting the faucet run when brushing your teeth. One simple way to save water is to switch from liquid detergents to powders. Laundry liquids are mostly water; up to 80 percent according to www.thegreenguide.com. Double and triple compact

concentrates, at best, are still 40 percent water. It costs energy and packaging to bring this water to the consumer. So save water three ways by installing low-flow showerheads, shutting off the water while brushing your teeth, and using powder dishwashing and laundry detergents.



CALENDAR

HEALTH & BENEFITS PROGRAMS:

Retirement Programs - ICMA and Nationwide provide workshops that explain the County's Retirement Benefits, and Deferred Comp program.

DATE	CLASS	TIME	LOCATION
April 23	ICMA Representative onsite for individual appointments	9 a.m. – 1 p.m	Employee Services Training Room 430

Employee Wellness Program Workshops - The purpose of wellness workshops is to raise employees' knowledge of health and wellness information. (Employees are encouraged to bring their lunch. Healthy refreshments are provided.)

ONSITE FITNESS CLASSES – Pilates, Functional Flexibility, Kickboxing, Boot Camp, Zumba, and Muscle Toning.

For a listing of locations and times, visit the online training calendar at http://www.lakecountyfl.gov/departments/employee_services/training_calendar/

Substitute Your Ingredients, Lower The Salt You Use - Take this class to learn tips on using healthy substitutes to add more nutritional value to your food. There will be a focus on lowering salt content of food and cooking delicious tasting food without adding salt.

DATE	TIME	LOCATION
May 15	12 – 1 p.m	Agricultural Extension Center

Stress Management Series – Four workshops that discuss various aspects of stress management issues.

DATE	CLASS	TIME	LOCATION
April 8	Understanding The Basics Of Stress	12 – 1 p.m	Agricultural Extension Center
April 15	Managing Your Time	12 – 1 p.m	Agricultural Extension Center
April 22	Decluttering Your Life	12 – 1 p.m	Agricultural Extension Center
April 29	Developing A Stress Management Plan	12 – 1 p.m	Agricultural Extension Center

HOW TO REGISTER FOR A PROGRAM:

- Intranet – Go to the main page of the intranet, under Quick Links, and click on the Training Calendar and Registration link. The calendar can also be accessed by way of the Employee Services page.
- Internet – E-mail the webmaster, nohlinger@lakecountyfl.gov or dmerrill@lakecountyfl.gov for the link.
- Those without access to Intranet/Internet – please check with your supervisor or other coworkers to see if they have access. If they don't have access, please contact Employee Services at 343-9596 to register.
- Programs listed in this publication are reserved for employees of Lake County BCC only. Employees of other Lake County government entities interested in the content, please contact Employee Services at 343-9596.

NEW HIRES

BUDGET

Douglas M. Krueger

COMMUNITY SERVICES

Lisa V. Bocado
 Beverly J. Broomfield
 Eric W. Couturier
 Kathleen J. Gastineau
 Wayne L. Gudzinkas
 Stephanie L. Hicks
 David P. Hope
 Christine M. Ingram
 Amy L. Lowman
 Mandy L. Skyles
 Rebecca C. Wilson-Shore

EMPLOYEE SERVICES

Erin M. Showe

FACILITIES DEVELOPMENT & MANAGEMENT

Samuel E. Mason
 Nathaniel F. Story

GROWTH MANAGEMENT

Julianne Thomas

PUBLIC SAFETY

Alvin G. Hodge
 Gustavo A. Marquez
 Anthony G. Moore
 Denise A. Williams

PUBLIC WORKS

Ben A. Driver
 Michael J. McDaniel
 Jose Marte

CUSTOMER SERVICE AWARD

EMPLOYEE	TITLE	DEPARTMENT
Niki Booth	Office Associate V	County Manager
Kathy A. Chaudoin	Office Associate II	Growth Management
Magdalena Contreras	Senior Graphic Artist	Information Outreach
Jennifer S. Myers	Development Review Supervisor	Growth Management
Steve R. Race	Fire Captain	Public Safety

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Melanie J. Brown	Office Associate III	Public Safety
Maria Ramirez	Hispanic Outreach Coordinator	Community Services

RETIREMENTS

EMPLOYEE	DEPARTMENT/DIVISION	YEARS OF SERVICE
Gary L. Spires Maintenance Worker	Public Works	30 years
Robert E. Wood Office Associate III	Public Safety	18 years, 4 months



EMPLOYEE OF THE QUARTER – 3rd Quarter

Debbie A. Fore
 Recycling Coordinator
 Environmental Services



SUPERVISOR OF THE QUARTER – 3rd Quarter

Jennifer S. Myers
 Development Review Supervisor
 Growth Management

SERVICE AWARDS

FIVE YEARS

Julius C. Anderson
 Katia R. Barber
 Esther C. Catino
 Daniel J. Chimento
 Amye K. Fish
 Lynda M. Hogans
 Donald C. King
 Edward H. Luning
 Lisa S. Piper
 Jay N. Ryon
 Richard G. Sullivan

TEN YEARS

Deborah J. Kohler
 Daniel P. Miller
 Demetri T. Mouyos
 Noble I. Olasimbo
 Brenda C. Reynolds
 Wendy L. Taylor

FIFTEEN YEARS

Rene C. Bass
 Patricia M. Harker
 Donna C. Thielhart

TWENTY YEARS

James R. Blackwell
 Susan K. Dugan
 Edward C. Genter, III
 Randolph C. Jones
 Laura J. Nichols
 Thomas R. Osebold
 Craig L. Scott
 Stanley H. Springfield
 Bruce E. Thorburn