



BUDGET SEASON KICKS INTO HIGH GEAR

Like clockwork, the Lake County budget season will publicly begin in July when the County Manager's proposed budget is presented to the Board of County Commissioners.

While the Board will take the reins of molding the County's fiscal year budget come next month, employees are encouraged to stay abreast of the entire process. Understanding what direction the County is proceeding in 2005-2006 is just one important reason to stay tuned in.

"The whole deal with the budget is balancing the unlimited set of costs with a limited set of funds," said Regina Frazier, Director of the Office of Budget.

"The way I look at, the budget is the major planning document for government for the next year. It's much more than allocating money to departments and constitutional officers. It's important for employees to be aware of that because there are ways they can help to improve it."

The process of developing the fiscal year budget typically begins in the winter as section managers and division directors draft their projected expenses for next year. Those requests are then forwarded to the department director's desk for review. The Office of Budget and the County Manager coordinate other reviews and adjustments to the department requests on a countywide level.

Employees can communicate to their department, division and section leaders their perceived needs in their area, but more importantly, employees can suggest ways of doing business. Instead of looking for ways to increase their budget, an emphasis is placed on employees to suggest how certain aspects of their job could be done better.

"We're just the stewards of the money," Frazier said. "It's not our money. It's our job to provide the best customer service

we can for the money the taxpayers have given to us for the services they need."

After the County Manager considers the various requests for the budget, according to state statutes, a balanced budget must be presented no later than July 15 to the Board. However, the process of drafting the budget is just beginning. From July to the two public hearings held in September, the Board will set an appropriate millage rate and continually review the budget.



"There could be changes from the time we talk to the Board in July to the public hearings," said Jason Showe, Office of Budget Revenue Coordinator.

Other than understanding what capital projects the Board is emphasizing during the budget process, employees can also glean other information from the financial document.

"Maybe you want to work at a library," Showe said. "You wouldn't know that there was a plan to build a new library and potential new library position openings unless you got involved in reviewing the budget. For me, if I was looking for new opportunities in the County, understanding the budget is a good place to start."

The most important aspect of the budget for those employees that reside in Lake County is to understand how their tax dollars are spent. As an employee, it is essential to know what the Board thinks is important in the budgeting process, but as a citizen it is equally important to know what's going on in County Government and where your tax money is going as well.

For more information about the Lake County budgeting process, log on to www.lakegovernment.com/departments/budget.

DEALING WITH RUDENESS IN THE WORKPLACE

The workplace is not always the easiest place in the world to get along with others. Sometimes co-workers can be downright rude. However, it is important for you to feel respected by others in your workplace. This kind of healthy atmosphere almost always will increase your ability to produce. Here are some tips on how to deal with a co-worker who is rude to you:

- Hold your tongue. Take some time to cool off if someone is rude to you. Don't spout off something you will be sorry to have said later. Don't be sarcastic. When someone says something rude to you, repeat it back to them in your own words and ask the person if that is what he or she is trying to say. Oftentimes this type of mirroring takes the edge off of the inter-action, and the person has a chance to genuinely appreciate that someone is making an effort to understand.
- Be direct. Very calmly tell the other person how his or her comments or behaviors have made you feel. Make your co-worker aware that it's a problem for you.
- Tell the person whose behavior is bothering you about it not other people in the office. Directing your comments to the person is the mature, adult way of handling the matter. No one likes to be criticized publicly, especially before the person with the problem has let him or her know personally.
- Find a solution. Ask the person who was rude to you to help you solve the problem. Ask for his or her ideas about the problem and what to do about it.
- If nothing else helps, then go to your supervisor. If you've truly run out of ideas of how to solve the problem, or if your co-worker is uncooperative, let your supervisor know. He or she may know how to handle the situation or have experience dealing with similar problems in the past.

—adapted from *The Mayo Clinic Web site*

MAXIMIZE STRENGTHS, MINIMIZE WEAKNESSES

Good managers know how to ferret out the strengths and weaknesses of their employees—then figure out how to build those strengths and minimize those weaknesses. This is a big job and the reason managers are such an important aspect of successful businesses.

Of these two jobs, the most important is to recognize the strengths of employees and to help reinforce self-assurance. To do this, a really great manager won't praise an employee for working hard. Instead, the manager will tell that employee that her success is due to her growing ability to use specific strengths on the job. Doing this will give the employee an optimistic outlook on her effect on the workplace and will give her more confidence in facing future challenges.

If the employee repeatedly fails at the goal, it may be that some weakness needs to be strengthened. First the manager must assess whether the failure is due to a lack of skill or knowledge. If this is the case, all the manager needs to do is provide the education, experience, etc., necessary to bring the employee up to snuff. However, if the failure is due to a lack of talent, then the manager will have to find a way of managing around the problem. One thing that can be done: The manager can find a partner whose strength balances the weakness of the failing employee. If this tactic is not a possibility, then the manager will want to help the employee develop a discipline that will help her overcome her weakness. For instance, if she has trouble being direct with others, then a visualization exercise, in which she imagines how her mentor might handle the situation, might help.

—adapted from "Great managers understand their people,"
by Marcus Buckingham in the *Harvard Business Review*

CALENDAR OF EVENTS

Safety Action Team meetings are held on the last Wednesday of each month, from 1:30 to 3:30 p.m., in room 701 of the Lake Technical Center Institute of Public Safety Kenneth A. Bragg Campus, 12900 Lane Park Cutoff Road, Tavares.



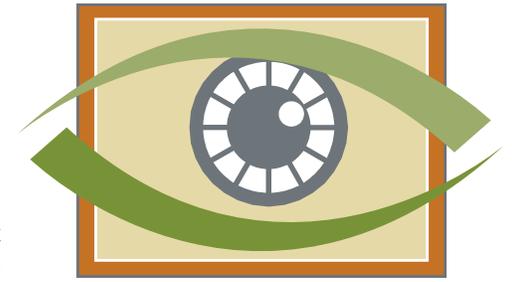
SAFETY AND LOSS PREVENTION

KEEPING AN "EYE" OUT ON SAFETY

Protecting your eyes from eyestrain is an often overlooked issue in the workplace. Whether you work with heavy equipment, chemicals, or a computer, you have to see well to stay focused on the job. Aside from regular checkups with your doctor, correct use of safety equipment and proper positioning of computers, here are other strategies that can help ease eye strain:

- Use the right light. Too bright or too dim lighting at your workstation can strain your eyes.
- "Stretch" your eyes. Every half hour or so, slowly roll your eyes to the left and then to the right.
- Keep work positioned right in front of you. Looking at papers or materials that are further away or to the side can tire your eyes.
- Rest your eyes. Every so often, close your eyes and keep them closed for a few seconds.
- Blink. A lot.
- Look away. Every 15 minutes divert your attention from whatever you've been focused on. Allow your eyes to focus on a different sight at a different distance.
- Use eye drops. Get a bottle of hypoallergenic drops that can be found over the counter and use them to soothe tired eyes.
- Wear sunglasses all year long. The sun's ultraviolet rays are as damaging in the winter as they are in the summer.
- Protect your eyes by wearing UVA/UVB-blocking glasses.
- Take vitamins. Add more vitamins A and C, in particular, to your diet.
- Get enough sleep. Nothing cures or wards off eye strain better than sufficient sleep (about eight hours).

—adapted from CIO and AskMen.com



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

HEALTH INSURANCE AND BENEFITS

Annual Benefits Open Enrollment will be held from July 1 – August 1, 2005. This is the 30-day period each year that employees are able to enroll or make changes to their health insurance and benefits coverage (medical, dental, life insurance, long term disability, vision and flexible spending). Changes made during Annual Open Enrollment will be effective October 1, 2005.

Open enrollment packets will be mailed to employees' homes this year. This packet will include information about each of the plans and an enrollment form allowing employees to enroll or make changes to their coverage. Additionally, five (5) optional briefing meetings will be held throughout the County (e.g., north area, central area, south area, etc.) for those employees with questions or wishing to obtain more information.

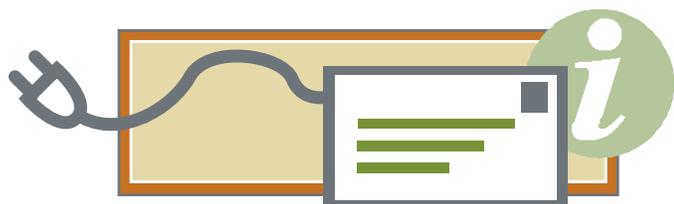
If you have any questions regarding benefits or open enrollment, please call Risk & Benefits Management at 343-9596.

POLICIES & PROCEDURES

UPDATED E-MAIL PROCEDURES AND GUIDELINES (PROCEDURE LC-23)

Employees should orientate themselves with the recently updated E-Mail Procedures and Guidelines. This procedure relates to the use of Lake County BCC's e-mail system and the retention of e-mail as a public record. LC-23 can be accessed on the Intranet by clicking on the County Policies/Procedures link under the Quick Links section, and then clicking on County Procedures.

TECH TIPS



IS YOUR E-MAIL EVERYTHING IT COULD BE?

When you are composing an e-mail, ask yourself some questions before you hit the send button. Here they are:

1. Do you have the appropriate subject line?
2. Did you get to your point quickly enough without sounding rude?
3. Is your language as clear as it can be?
4. Did you say too much and veer away from what is really important?
5. Do you have your facts straight?
6. Did you use correct capitalization and grammar?
7. Did you make a joke? Is it appropriate, and if it is, will it fall flat when it lands on someone's screen anyway?
8. Do you really need to send this e-mail?
9. Did you read what you wrote after you finished composing?
10. Did you check your spelling?

—adapted from *You Send Me*
by Patricia T. O'Conner and Stewart Kellerman

MINDING YOUR E-MAIL MANNERS

If you want to develop friends and avoid alienating people when using e-mail, here are a few tips you should follow:

- Make sure you use words like “please,” “thank you” and “I’m sorry.” You don’t have to change all the things you’ve already learned about communicating just because you’re online. Try to remember not to demand things, but to ask for them. Make sure people know you appreciate them, and apologize when you think you need to.
- You don’t have to be so brief that you sound rude in your e-mails. Take the extra minute to inquire about another issue that is important to the person. The attention to detail will be appreciated.
- Be forgiving on your part. Oftentimes, e-mail can inadvertently offend someone. If you get an e-mail that you think is ill-mannered, it’s probably best not to fire off a response right away. After all, you may be misunderstanding something. Give the other person a break, and try to avoid doing something that will make you look petty and silly once your emotions settle down.
- Use all the courtesies of polite letter writing that you already know. Use respectful salutations and polite closings.
- Step back and take a look at what you have written and make sure that the text follows this rule. It is better to be overly nice than not nice enough. If you have included a word that rings with anger or meanness, take it out. Do anything to prevent misunderstandings from occurring. An occasional emoticon is OK, as long as you don’t overdo it.

—adapted from *You Send Me*
by Patricia O'Conner and Stewart Kellerman

WELLNESS MORSEL

WILL EATING AT NIGHT MAKE YOU GAIN MORE WEIGHT?

Is it true that eating at night, right before you go to sleep, will make you gain weight? The story that most people tell is that if you eat before you go to sleep, your metabolism slows down while you slumber, and this causes your food to be processed either inefficiently or incorrectly and then it turns into fat.

According to the folks at the Health Fitness Tips Web site though, this is not true. Eating at a certain time of day or night does not cause you to gain any more or less weight. The time of day has nothing to do with how much weight you gain—that has to do with how many calories you consume. While there is some credence to the idea that eating earlier in the day gives you more of a chance to burn off the calories during your more active hours, there’s no scientific proof that eating late at night will make you gain more weight.

—adapted from the *Health Fitness Tips Web site*

Lake County's news corner

BCC APPOINTS NEW COUNTY MANAGER

With a unanimous vote at its June 7 meeting, the Lake County Board of County Commissioners permanently appointed Cindy Hall as County Manager.

Hall was appointed by the Board as interim County Manager on April 12 after the former manager resigned from his post.



Hall joined Lake County as Assistant County Manager in May 2003. She has more than 19 years experience in the fields of budget, legislative, revenue and statistical analysis, debt issuance, and special district management. She is a frequent speaker for these topics at state and local finance seminars and conferences as well as a published author in revenue analysis techniques. Her employment history includes several local governments in the Central Florida area, including eight years as Fiscal Services Director for Seminole County.

MUSEUM PRESENTS SUMMER MOVIE SERIES

This is the second summer in a row Dr. Diane Kamp, Director of Lake County museums, has organized the "Movies at the Museum" program. Accompanying the movie showings is a new exhibit at the museum that is dedicated to the movies and television shows filmed in Lake County.

Of the 20 movies known to be filmed in Lake County, "Movies at the Museum" will be showing seven of them over the course of the summer.

Each movie presentation in the "Movies at the Museum" program will be shown at 2 p.m. on Mondays. Seating is limited to the first 250 attendees.

The remaining schedule for the free summer series of "Movies at the Museum" is as follows:

- July 11 — Cool Hand Luke (1967)
- July 25 — My Girl (1991)
- Aug. 22 — Jeepers, Creepers (2001)



OFFICIALS GRADUATE FROM LEADERSHIP CLASS

Several Lake County officials recently graduated from Leadership Lake County, a Leesburg Area Chamber of Commerce program that tutors existing and emerging leaders in Lake County to develop a deeper awareness of the community.

On June 9, County Manager Cindy Hall, Lake-Sumter Metropolitan Planning Organization Executive Director T.J. Fish and Department of Economic Development and Tourism Director Greg Mihalic graduated from the Leadership Lake County Class of 2005 at a reception held at Lake Receptions in Mount Dora. All three received certificates from the Leadership Lake County Board of Regents for completing the class.

PLAN OUTLINES COMMUNITY ENHANCEMENTS

The Lake County Department of Community Services has completed the 2005 fiscal year one-year action plan outlining proposed uses of the Community Development Block Grant (CDBG) program funds.

In all, the Lake County CDBG program is proposing to fund about \$1.2 million in community projects during the upcoming fiscal year.



The proposed CDBG action plan will be presented to the Lake County Board of County Commissioners during a public hearing on Tuesday, July 19. Copies of the action plan will be available for public inspection between June 13 and July 13 during normal working hours at the Lake County Community Services Annex or at any municipal office and library. The plan is also available online at www.lakegovernment.com.

'NEWS CORNER' FINDS A HOME

The Information Outreach Section recently constructed a new bulletin board display in the Administration Building rotunda that features important news items about Lake County Government. Check out the display each week as new items will be posted on Friday. To suggest a news story, call Chris Patton at (352) 343-9609.

NEW HIRES APRIL-JUNE 2005

John Abner	Mary Hamilton	Charles Robbs
Carol Allen	Alonzo Jones	Dan Rockefeller
Stacy Allen	Dennis Jones	Robert Schmitt
Margaret Arends	George Jordan	Janet Schwellinger
Sharon Beardsley	Wendell McBride	Leanne Settlemires
Sherry Bedford	Carie Murphy	William Sheppard
Adam Bourne	Pamela Netherton	Donald Simmons
Michelle Daniels	Crystal Osborne	Lolita Taylor
Xochil Elmore	James Parman	Todd Thornton
Julie England	Herb Pilgrim	Nancy Valenzano
Mariela Garcia	Michael Prosman	Craig Wales
Claire Golcher	Jennifer Remington	Kathy Watson
Erika Greene	Vernie Rivera	Preston Williams

SERVICE AWARDS APRIL-JUNE 2005

FIVE YEARS

Traci A. Bates	Jacqueline R. Droz	Stephen J. Lathrop
Elizabeth A. Eginton	Leslie H. Grayson	Jennifer E. Lobato
John Dabney	Christina M. Hannon	Robert J. Maxwell
Grant D. Cox	Brian D. Hawthorne	Kay F. Shields
Beverly Pratima Dunn	Yvonne C. Heitzner	Susan L. Taylor
	Rosalee D. Jackson	Thomas S. Thrush

TEN YEARS

Jane E. Reich
Walter L. Thompson

TWENTY YEARS

Dennis L. Warren

FIFTEEN YEARS

James A. Story

THIRTY YEARS

Clarence Morgan

WORKGROUP RECOGNITION AWARD APRIL-JUNE 2005

Staff members of the Cooper Memorial Library were awarded the Workgroup Award for the excellent and efficient manner in which they moved the entire library contents to their new building in three weeks.

Caryl Harris	Wayne Gudzinskas	Izabela Popovska
Katia Barber	Lynda Hogans	Dennis Smolarek
Esther Catino	Laterria Jones	Kristen Wiley
Edda Cruz	Mee Lee	

EMPLOYEE OF THE QUARTER (2005 FIRST QUARTER)



Christopher Goldsmith
Equipment Operator III
Public Works / Road Operations /
Maintenance Area II

SUPERVISOR OF THE QUARTER (2005 FIRST QUARTER)



Caryl Harris
Interim Branch Manager,
Cooper Memorial Library
Community Services/Library Services

PROMOTIONS APRIL-JUNE 2005

Bob Henderson

Equipment Operator II, Public Works, 3/05/05

Henry Jenkins

Jr., Database/Admin. Program Manager, Public Works, 04/11/05

Neal Milligan

G.I.S. Analyst, Public Works, 05/16/05

Sasha Namundi

Chief Plans Examiner, Growth Management, 05/16/05

Tiffani Phillips

Animal Control Officer, Public Safety, 04/24/05

Jerry Smith II

Emergency Management Director, Public Safety, 05/16/05