



LAKE COUNTY
FLORIDA
Where the best comes into view

THE EFFORT TO ‘OUTREACH’ REACHES A NEW LEVEL

The fledging section of Information Outreach spread its creative wings this past year, as it became a new County department.

Created in 2003, the friendly staff on the fifth floor of the Lake County Historic Courthouse continues the Office’s goal of assisting other County offices and departments with expanding internal and external communications. The Office’s ability to team on larger projects has been evident numerous times throughout the past fiscal year.

In October 2006, the Department of Tourism & Business Relations turned over development of the quarterly Lake County Events Guide from a contracted marketing firm to Information Outreach. The in-house production of this publication allows the Tourism department greater control and it gives Information Outreach the chance to use its creative touch on the guide. To assist with the development of the events guide, the Web team created a better online events calendar that allows those submitting events to register through the Web site and have the ability to make changes.

“The newly designed events guide has a more professional appearance that features vibrant colors with more photographs and an easily searchable events index,” said Kelly LaFollette, Director of Information Outreach.

This year, Information Outreach assisted the Public Transportation Division by creating a branding image for LakeXpress. The process included designing a logo, bus decals, a Web site, a bus-service guide, bus passes and drumming up local media coverage with a series of news releases and events.

Other projects that have required the Office to work collectively include assisting the Office of Employee Services and the Emergency Management Division. This past year, graphic artists created numerous fliers and posters for Employee Services’ programs. The Web team also made improvements to the online job application builder and training calendar. For Emergency Management, a public-service announcement and brochure were created to promote the use of weather radios.

Upcoming projects for the Office include the State of the County presentation and annual report, Lake County Vacation Guide, a redesign of the County’s Intranet, a traffic-camera Web page and new waterway maps for the Harris and Clermont chain of lakes.

The Office’s dedicated efforts have not gone unnoticed. In August, Information Outreach received five Red Baron Media Awards at the 13th Annual Convention and Trade Show of the Florida Festivals and Events Association for two

Continued on page 2...



...Continued from front cover.

THE EFFORT TO 'OUTREACH'...

print advertisements, the 2005-2006 Annual Report, and a promotional item and marketing campaign for Lake County Library System's Fourth Annual Festival of Reading. The Office also garnered printing awards for the recent version of the Citizen's Handbook and the County's new line of stationery, and a second award for the annual report.

To request services of Information Outreach, call Kelly LaFollette at (352) 343-9603 or e-mail klafollette@lakecountyfl.gov.



WELLNESS

UNDERSTANDING CHOLESTEROL

Do you know what cholesterol is? It's a type of fat in your blood. Your body makes its own cholesterol, and you also get it from the foods you eat.

The problem? Some people have too much of it in their blood and need to change their diet or take medication to get their cholesterol level under control. That's because cholesterol can build up inside the blood vessels of your heart. That can result in reduced blood flow, which can cause a heart attack.

Usually the only way to know if you have high cholesterol is through a test. If your cholesterol is high your doctor may ask you to change your diet, exercise for 30 minutes per day and possibly take medication.

Here are some facts according to the Food and Drug Administration:

- Sometimes cholesterol can build up in your heart and cause chest pains and raise your chance of having a heart attack or heart disease.
- Most people do not show any signs of having high cholesterol.
- You can find out your cholesterol number by getting a simple blood test.
- Your total cholesterol number should be under 200.

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



POLICES & PROCEDURE UPDATES

DATAONE KNOWLEDGE TRANSFER COMING TO A COMPUTER NEAR YOU!

DataOne Knowledge Transfer is part of a multi-functional database application. The County is currently using it to prepare automated agendas for board meetings along with storing documents electronically.

Q. Why do I need it?

A. The DataOne Knowledge Transfer part of the application will make the process of sending out informational material (e.g., policies/procedures and online training items) to all County employees more efficient by providing employees the ability to electronically acknowledge when they have read a document.

Q. How will it work?

A. Employees will receive an e-mail letting them know that there is a document waiting to be read and acknowledged in DataOne Knowledge Transfer.

Q. Is it hard to use?

A. DataOne Knowledge Transfer is user friendly. Employees will receive instructions on how to access the computer-program application.



Employees who have questions can call Shelly Coates in Programming & Application Support Services at 343-9798 or Jeannine Nelson in Employee Services at 343-9596.

HEALTH INSURANCE & BENEFITS UPDATES

JUST A FEW REMINDERS...

If you made any changes to any of your plans during Open Enrollment, the effective date of the change is Oct. 1, 2007.

If you made changes that will result in you receiving a new ID card for either medical or dental coverage (vision plan does not issue cards) and have not received your card by Oct. 1, 2007, please contact the insurance company directly. The toll free numbers are listed below.

You can also find links to all of the County's Benefits Vendors' Websites by going to the Employee Services Web page on the Intranet or Internet.

BLUE CROSS BLUE SHIELD OF FLORIDA (MEDICAL)

BlueCare HMO Plan - 877-352-2583

BlueChoice PPO Plan - 800-322-2808

Flexible Spending Accounts - 800-753-4681

COMPBENEFITS (DENTAL)

1-800-342-5209

LAKE COUNTY'S VALUES

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

"EXCELLENT SERVICE"

Quality and continuous process improvement are fundamental to the way the County develops and provides services to its citizens, businesses and communities. Lake County employees are customer-driven, striving to meet and exceed expectations in all that they do. Excellent Service means taking exceptional care of each customer, whether it's a fellow employee or a citizen, as timely, accurately and thoroughly as possible.

Employees can follow these tips to strive for Excellent Service:

1. Focus on the customers' needs
2. Listen patiently
3. Deliver information when promised

ACCEPTABLE DRIVING RECORD PROCEDURE

The Acceptable Driving Record Procedure provides guidelines on determining whether an applicant's or employee's driving record qualifies to operate a motor vehicle while conducting County business or as a requirement of their job description. For example, if an applicant will be required to drive a vehicle to conduct County business, his/her driving record is reviewed for violations and convictions.

Once hired, all BCC employees who are required to operate motor vehicles while conducting County business must inform their direct supervisor immediately if their valid Florida driver's license is denied, expired, suspended or revoked or if they are ticketed for a moving violation.

Under this procedure, the Office of Employee Services conducts periodic checks of employee driving records for those employees required to operate motor vehicles while conducting County business or as a requirement of their job description.

WORK TIPS

TIME MANAGEMENT TIPS FOR BUSY PEOPLE

Need to manage your workload? According to Robert Half International (www.roberthalf.com), you need to take the following steps to manage your work life:

- **Organize and get rid of the clutter.** Make two piles - important and unimportant. Deal with everything in the important pile that you can, and set aside some time to tackle the lower priority papers that still need to be dealt with.
- **Set task priorities.** Consider each task that needs to be done and ask yourself whether it needs immediate attention or can wait until later in the day.
- **Break large projects into smaller tasks,** then prioritize them as above.
- **Use tools that can help you save time and energy.** Don't choose electronic programs or devices that are complicated to learn or hard to use.
- **Get focused and refuse to become distracted.** Once you enter the flow of work, you might be surprised at how quickly you can get the work done.



SAFETY

DAYLIGHT SAVING TIME SAFETY TASKS!

➡ Spring Forward...Fall Back ⬅

Daylight Saving Time begins at 2 a.m. on the second Sunday of March. Clocks get moved forward one hour.

Daylight Saving Time ends at 2 a.m. on the first Sunday of November. Clocks get moved backward one hour.

Make it a habit twice a year, when Daylight Saving Time begins or ends, to not only change your clocks, but also do a few other semi-annual tasks that will improve your safety at home.

1. Check and replace smoke-alarm batteries. Replace any smoke alarms older than ten years.
2. Prepare a disaster-supply kit for your house (Include - water, food, flashlights, batteries, blankets, etc.)
3. Once you have created your disaster-supply kit, use the semi-annual time change to check its contents (including testing and replacing flashlight batteries).
4. Prepare or check your car-emergency kit. (Include - maps, shovel, tire-repair kit and pump, flares, flashlights, batteries, etc.)
5. Check your home and outbuilding storage areas for hazardous materials. Properly discard any that are outdated, no longer used or in poor condition. Move any that are within reach of children or pets.
6. Check and discard expired medications; Some very common over-the-counter medications can cause serious problems if they are taken after they have expired.



SUPERVISORY/MANAGEMENT

ATTENTION MANAGERS!

ARE YOU FEELING STRESSED

BECAUSE YOU FEEL LIKE YOU HAVE TOO MANY THINGS TO DO?

Do you feel overwhelmed? Do you have a hard time knowing what you need to do and when you need to do it?

So go the sufferings of the modern management worker, according to productivity guru David Allen. Allen says the mind works like this: it stores up all the things people need or are committed to doing and then constantly reminds them on some level about what they need to do. The bad, stress-inducing part

is that the mind reminds them to do these things at times when they really cannot take action, which causes people to worry and drains them of energy. How do managers/individuals avoid this kind of overwhelming stress in their lives?

Allen suggests the following actions for getting things done and avoiding stress:

1. First, gather together all the things that demand our attention in our lives.
2. Understand what these demands mean to us and what we need to do about them.
3. Once we understand this information, it must be organized.
4. Look over the options for accomplishing what demands our attention.
5. Take action and do the things that need to be done.



If you would like a short "DEALING WITH STRESS" presentation for your next team meeting, please contact Jeannine Nelson in Employee Services at 343-9596.



EMPLOYEE ACHIEVEMENTS

Ken Dawson, Equipment Operator IV

Environmental Services
Won the Florida SWANA (Solid Waste Association of North America) Rodeo in May. He will be going to New Jersey to compete and represent Lake County in the National Equipment Rodeo in October.

Pam Goodson, Librarian II

Community Services
Graduated with a master's degree in Library and Information Studies with a concentration in Information Policy and Management from Florida State University.

Maria Granado, Community Health Worker Coordinator

Community Services
Received certifications for the 4th Florida Family Development Credential Facilitator's Institute and the Florida Family Development Credential Portfolio Advisor Training.

Kenneth Harley, Public Transportation Manager

Community Services
Elected to serve on the Board of the Florida Association of Coordinated Transportation Systems.

Ed Luning Jr., Fixed Asset/Surplus Manager

Procurement Services
Successfully passed exam to become a "Certified Professional Property Specialist" through the National Property Management Association.

Supervisors: 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. Achievements will be printed in future Lake@Work issues.



CALENDAR

The following programs are offered by the Office of Employee Services. Registration is required for all programs. Visit Lake County's online Training Calendar to register and view the most current information and schedule of programs, as this calendar is updated regularly.

REQUIRED TRAINING PROGRAMS:

*** All employees MUST complete the Violence in Today's Workplace and Workplace Diversity programs by December 31, 2007 ***

New Employee Orientation (NEO) - Provides employees with a full day of valuable information pertaining to their employment with Lake County. Topics covered include the County's vision, mission and values; harassment prevention; employment policies and procedures; legal discussion on ethics and public employment; Sunshine Law and records retention requirements; and employee safety and wellness programs.

DATE	TIME	SPECIAL COMMENTS
Oct. 25 Nov. 30 Dec. 28	8:30 a.m. – 4 p.m.	Information provided during new hire processing

Violence in Today's Workplace - Provides participants with information about workplace violence, by examining possible perpetrator traits, warning signs and guidelines on dealing with potential or immediate threats. (All BCC employees are required to attend a workshop by Dec. 31, 2007.)

DATE	TIME	LOCATION
Oct. 4	9 – 11:30 a.m.	Agricultural Center
Oct. 23	1:30 – 4 p.m.	Agricultural Center
Nov. 1	1:30 – 4 p.m.	Agricultural Center
Nov. 15	9 – 11:30 a.m.	Agricultural Center
Dec. 5	9 – 11:30 a.m.	Agricultural Center
Dec. 18	1:30 – 4 p.m.	Agricultural Center

Workplace Diversity - The purpose of this program is to heighten organizational awareness and improve the workplace environment by exploring personal perceptions, value systems and the importance of communication. (All BCC employees are required to attend a workshop by Dec. 31, 2007.)

DATE	TIME	LOCATION
Oct. 9	1:30 – 4 p.m.	Agricultural Center
Oct. 16	9 – 11:30 a.m.	Agricultural Center
Oct. 17	1:30 – 4 p.m.	Agricultural Center
Nov. 7	9 – 11:30 a.m.	Agricultural Center
Nov. 14	1:30 – 4 p.m.	Agricultural Center
Nov. 27	1:30 – 4 p.m.	Agricultural Center
Dec. 6	1:30 – 4 p.m.	Agricultural Center
Dec. 19	9 – 11:30 a.m.	Agricultural 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 – 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, contact Employee Services at 343-9596.

HEALTH & BENEFITS PROGRAMS

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.)

BREAST CANCER: RISK FACTORS, PREVENTION AND EARLY DETECTION:

LEARN ABOUT RISK FACTORS FOR BREAST CANCER, WAYS TO PREVENT IT, AND HOW TO DETECT IT EARLY.

October 16	12 – 1 p.m	Agricultural Center
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Breast Cancer Awareness



Health tip:
Monthly breast self-exams can help detect cancer early.

NEW HIRES

BCC/BOARD SUPPORT

Jeanne M. Merrill

COMMUNITY SERVICES

Christine W. Carroll
 Christopher Catanzaro
 Thelma S. Grady
 Amy L. Hand
 Margaret M. Jones
 Terri A. Palermo
 Lawrence D. Smiley
 Amy D. Stultz

ENVIRONMENTAL SERVICES

Kenneth M. Driggers
 Richard L. Frantz
 John W. Germ
 Stevan L. Logan
 Virginia M. Romiti
 Brenda L. Tweed
 Andrew S. Wilson

GROWTH MANAGEMENT

Cortney A. Kasper
 Gregg J. Madsen
 Deborah N. Parker
 Ashley M. Sneed

PUBLIC SAFETY

Patricia M. Fillman
 Theresa A. LaFlamme
 Jeffery C. Shrock

PUBLIC WORKS

Jay C. Boleyn
 Chad S. Claycomb
 Frances E. Mose
 Larry M. Webb
 Charles S. Wright
 Alfred Young
 John E. Zornes

T.E.A.M. AWARD

GIS TEAM

Jim D. Dowling
 Larry P. Duke
 Paul K. Githuka
 Richard Helfst
 Corey E. Mathis
 Vicki I. Runninger
 Pratima Strong

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Sherry J. Adams	Public Works Contracts Specialist	Public Works
Nova L. Atkinson	Paralegal	County Attorney
Trudy L. Blackstone	Community Development Specialist	Community Services
Jenny R. Born	Office Associate III	Budget
George Y. Cochran	Fire Lieutenant/EMT	Public Safety
Gregory C. Connell	Equipment Operator III	Public Works
Ryan P. Dupont	Fire Lieutenant/EMT	Public Safety
Thomas H. Eicher	Parks & Trails Manager	Public Works
Pamela J. Goodson	Librarian II	Community Services
Steven A. Harris	Equipment Operator IV	Public Works
Michael J. Kopilash	Fire Lieutenant/Paramedic	Public Safety
Bonnie Loomis	Animal Control Officer	Public Safety
Christine S. McCarthy	Probation Officer	Community Services
Robert L. McCullough	Facilities Maintenance Director	Facilities Development & Management
Wendell D. Nichols	Equipment Operator II	Public Works
Gallus C. Quigley	Planner	Public Works
Eve E. Reynolds	Budget Manager	Budget
Frostie L. Ross	Housing Intake Specialist	Community Services
Dwayne J. Turner	Equipment Operator I	Public Works
Brenda L. Tweed	Landfill Attendant	Environmental Services

RETIREMENTS

EMPLOYEE	DEPARTMENT/DIVISION	YEARS OF SERVICE
Libby L. McDermott	Office Associate III	Public Safety
		13 years

SERVICE AWARDS

FIVE YEARS	TEN YEARS	TWENTY YEARS
John E. Green	Jennifer S. Myers	Thomas L. Elmore
John R. Dinsmore	Jimmy T. Scott	Christopher D. Goldsmith
Judith A. Law	Mary E. Seiter	Marlin D. Stewart
John R. Giddens		
Richard L. Leblanc	FIFTEEN YEARS	TWENTY-FIVE YEARS
James W. Green	Deborah E. Tinis	Richard A. Roof
Charles E. Creel	Katherine J. Padgett	
Rebecca L. McCall	Frederick J. Schneider	

SUPERVISOR OF THE QUARTER – *Second quarter*



Pam J. Goodson
 Librarian II, Branch Manager
 Community Services

EMPLOYEE OF THE QUARTER – *Second quarter*



Rob A. Richardson
 Radio Systems Coordinator
 Public Safety