



FROM THE COUNTY MANAGER'S DESK

Dear Employees,

The budgeting season is upon us and, as you are aware, we are faced with difficult decisions.

As you may expect, all functions of the Lake County Board of County Commissioners are under going budgetary constraints due to declining revenues from the slowdown in the construction industry, diminishing property values and an overall downturn in the economy. A number of efficiencies were implemented in March to save almost \$3 million in this year's budget. Every department contributed savings to meet the goal of having this year end 'in the black.' While many County funds have been negatively impacted due to the economy, all of the funds are projected to end the fiscal year either balanced or with a projected fund balance to be carried over to the next fiscal year.

That being said, next year will prove to be even more difficult. An estimated \$5.1 million property tax reduction to the County's General Fund alone is anticipated. Sales tax, our second largest revenue, is also down this year and will

likely continue at that level for next year. We expect that this downward trend will impact the next two fiscal years.

All local governments throughout the state are facing these same challenges.

I have spoken to many local city managers as well as the managers from neighboring counties. The collective thoughts and ideas of these concerned

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individuals are helpful in our efforts to identify efficiencies and solutions. Certainly, I am grateful for the many ideas you have submitted, and we are continuing to evaluate them.

The solutions to our budget issues will affect all of us. In addition to the reductions made by departments so far, I will be asking the Board next week to consider three additional proposals for cost reductions in the current year.

- Eliminate the 1 percent salary contribution to employees' Post Employment Health Plan.

- Reduce sick leave pay out upon separation from the County.
- Offer an incentive program for "early out" to employees with 15 years of service or more.

We are closely examining every option and I will make further recommendations to the Board as the budget develops. Once the Board of County Commissioners adopts the final budget for next year, we will make every effort to educate the public of any service delivery cuts necessary to balance our budget.

I appreciate your patience, continued dedicated service and hard work as decisions are made and questions are answered. I value our employee workforce and am sensitive to your concerns. I will continue to periodically update you as the budget process proceeds and more information is available.

Thank you for your commitment to Lake County.

Cindy Hall

Cindy Hall,
 County Manager

HEALTH INSURANCE & BENEFITS UPDATES

ENHANCEMENTS TO BLUECROSS AND BLUESHIELD OF FLORIDA'S WEBSITE

BlueCross and BlueShield's Web site, "MyBlueService", has a new look and easier navigation. One user-friendly feature includes prescription shopping by pharmacy, which compares drug prices from selected pharmacies, helps members manage prescription drug costs, find generic alternatives, and refills their mail-order prescriptions all with online convenience.

Another enhancement includes a redesigned home page displaying quick links to help members find a doctor or hospital, check claim status, obtain a new ID card and more. To check out MyBlueService, visit <http://www.bcbsfl.com/>.

AMENDMENTS TO THE SECTION 125 FLEXIBLE SPENDING ACCOUNT

On Feb. 17, 2009, the Board of County Commissioners approved two amendments to the County's Flexible Spending Account (FSA) Plan:

- Incorporation of the Heroes Earning Assistance and Relief Tax Act (HEART Act) -The HEART Act provides military personnel tax benefits and incentives. Effective Feb. 17, 2009, military personnel employed by Lake County who have contributed funds to a FSA account, and are called to active duty will be able to withdraw those unused funds from their Flexible Spending Account through a Qualified Reservist Distribution (QRD) form available on the intranet.
- Clarification on which benefits premiums are pre-tax or post-tax and the manner in which enrollments/changes will be administered.

SUPERVISORY/MANAGEMENT

TIPS TO SPARK THE POSITIVE LEADER IN YOU

Review this checklist if your motivation needs a boost.

- **Purpose.** Sometimes people get caught up in daily responsibilities and lose sight of the big picture. Remind yourself why you chose this field, organization and role.
- **Expectations.** Are your goals realistic or do you expect too much of yourself? Reconsider your priorities and look for ways to reorganize your workload.
- **Assistance.** Do not be afraid to ask for help from supervisors, colleagues and employees. If you insist on taking responsibility for more than you can handle, you will wind up burning out.
- **Scheduling.** Do you allow yourself enough time to focus on each of your duties? Rework your schedule to ensure you set realistic deadlines.
- **Negativity.** Are you your worst enemy? If you spend a lot of time beating up on yourself for your perceived inadequacies, you are undermining your own motivation and progress. Stop obsessing about perfection and start recognizing—and rewarding—your own accomplishments.



POLICIES AND PROCEDURES UPDATES

NEW EMPLOYMENT RELATED POLICIES AND PROCEDURES

The County has recently implemented the following policies and procedures.

Acceptable Driving Record Procedure	ES-4.05.02	12/5/2008
Property & Liability Program Procedure	ES-5.02.02	1/6/2009
Safety Shoes Procedure	ES-5.01.03	1/7/2009
Sick Leave Bank Policy	LCC-75	1/20/2009
Sick Leave Bank Procedure	ES-6.03.02	1/20/2009
Acceptable Commercial Driver's License (CDL) Record Procedure	ES-4.05.01	2/6/2009
Family Medical Leave Act (FMLA) Policy	LCC-84	2/17/2009
Family Medical Leave Act (FMLA) Procedure	ES-6.04.08	2/17/2009
Military Family Leave (FMLA) Procedure	ES-6.04.11	2/17/2009
Workers' Compensation Program Procedure	ES-5.02.01	2/23/09



TECH TIPS

Whether one of your New Year's resolutions was to participate in more training, sharpen your skills or learn more about a particular subject, free training resources are available on your computer or in your local community. People interested in learning more about the Microsoft Office products can visit Microsoft's Web site: <http://office.microsoft.com/en-us/training/default.aspx>. The Web site offers free self-paced training courses for Office programs. The Web site offers courses for all 2003 and 2007 versions of Microsoft Office products.

County employees may also visit the Employee Services Web page "Computer Skills References" at http://bccnet.co.lake.fl.us/employee_services/computer_skills.aspx for a convenient list of Web sites that offer assistance in improving computer skills. The webpage includes links to Printable Quick Reference Cards, free online tutorials (less

than one hour), free online classes, as well as links to local agencies that offer onsite computer classes for free or at minimal cost.

TRAINING OPPORTUNITIES

Employees may sign up for training programs using the online training calendar. On the Intranet, go to the main page of the intranet, under Quick Links click on the "Training Calendar" link. To access on the Training Calendar on the internet, email the webmaster, nohlinger@lakecountyfl.gov or jnelson@lakecountyfl.gov for the link.

NEW HIRES

COMMUNITY SERVICES

Viviana Velazquez

ECONOMIC GROWTH & REDEVELOPMENT

Cary A. Pierce

EMPLOYEE SERVICES

Shannon L. Appoloney

ENVIRONMENTAL UTILITIES

Bobby A. Howard

PUBLIC SAFETY

Jonathan J. Sanchez

Buffy H. Tucci

PUBLIC WORKS

Timothy W. Burgess

Charles L. Duval

Alan W. Kirkland

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Dennis W. Owsley	Equipment Operator II	Public Works

RETIREMENT

EMPLOYEE	DEPARTMENT/DIVISION	YEARS OF SERVICE
James R. Copenhaver Chief Inspector	Growth Management	8 years, 5 months

EMPLOYEE OF THE QUARTER – 4th Quarter



Ryan R. Ross
Internet Applications Developer
Information Outreach

Ryan never says that something cannot be done; instead he figures out a way to make it happen. He has gone above and beyond in developing applications that have improved both the internal and external Web sites. Ryan's can-do approach and polite, professional attitude are an asset to Lake County.

EXCELLENCE IN CUSTOMER SERVICE AWARD

EMPLOYEE	TITLE	DEPARTMENT
Karen K. Burt	Office Associate III	Public Works

COMMUNITY SERVICE EXCELLENCE AWARD

EMPLOYEE	TITLE	DEPARTMENT
Sean P. Loughlin	Disaster Assistance Coordinator. . .	Public Safety

EMPLOYEE ACHIEVEMENTS

Lauren Brothers, Environmental Technician
Public Works
Received a Public Applicator License from the Pesticide Certification Office of the Florida Department of Agriculture and Consumer Services.

Dorothy G. Jackson, Emergency Management Specialist
Public Safety
Received a certificate as Florida Professional Emergency Managers from the Florida Emergency Preparedness Association.

Sean P. Loughlin, Disaster Assistance Coordinator
Public Safety
Received a certificate as Florida Professional Emergency Managers from the Florida Emergency Preparedness Association.

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 and Quality Improvement. These accomplishments should be County business and/or job related. Kudos will be used for future Lake@Work issues.

SERVICE AWARDS

FIVE YEARS

- Andrea M. Adams
- Christopher D. Bagley
- Jenny R. Born
- Darrell L. Collier
- Donald M. Glessner
- Ramon J. Hernandez
- Melving Isaac-Jimenez
- Neal D. Milligan
- Brent R. Muse
- Michelle E. Perrier
- Debra L. Rosenmund
- Joann Sala
- Clayton L. Vaughn
- Sharon L. Wall
- Scott T. Woodruff
- Robert A. Zimmerman

TEN YEARS

- Ronald N. Cobbs
- Carl S. Earls
- Jeffrey Ernest T. Fabi
- Brian M. Gamble
- Denise D. Haynes
- Jeffrey E. Hurst
- Douglas J. Luce
- Deborah A. Miller
- Phyllis J. Miller
- Mary A. Pfeifer
- Brad T. Russ
- Cheryl L. Thomas
- William H. Tillery

FIFTEEN YEARS

- Donna L. Gray-Williams
- Linda A. Maggert
- Mitchell M. Montgomery
- Zbrosław P. Pluta
- Sheila M. Short

TWENTY YEARS

- Braxton J. Bisceglia
- Karen L. Chester
- Margaret C. Griffin
- Joan M. Pell

TWENTY-FIVE YEARS

- Clarence Gillard