



## FROM THE COUNTY MANAGER'S DESK

Dear Employee:

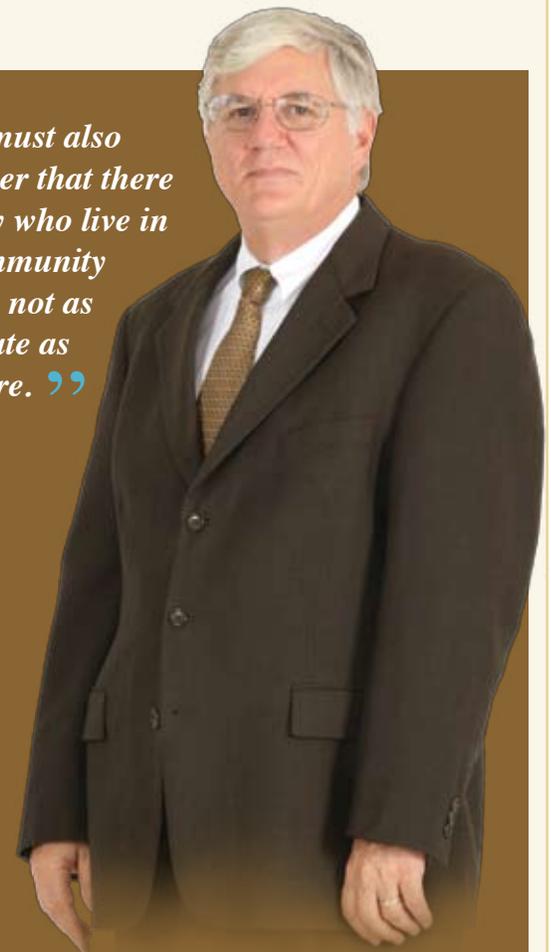
As the holidays approach, it is important to remember how fortunate we who work for Lake County Government are. I know that it is sometimes easy to forget this particularly with the issues that we have faced this year and the uncertain future that lies in front of us. But we must also remember that there are many who live in our community who are not as fortunate as we are. I think this is particularly true in the holiday season. My message to you this month is that you remember our fellow residents and ask that you participate in one of the holiday contribution programs endorsed by the Board of County Commissioners.

I am pleased to say that the Board of County Commissioners has elected to participate in drives to aid three charitable organizations this holiday season: The Giving Toy Box, Toys for Tots and Human Care Network (food drive). No child in Lake County should wake on Christmas morning or celebrate Hanukah without having the joy of receiving holiday gifts. No parent should be ashamed because there are no gifts in their home for their children. No family should go without adequate food during the holiday season (or any other season for that matter).

With the state of our economy and the great number of unemployed in our community, the upcoming holidays may be especially tough for many Lake County families. I believe it is imperative that we help our friends, neighbors and local citizens in any way we can during this holiday season.

Thank you in advance for your donation. Happy holidays from my family to yours.

*“ We must also remember that there are many who live in our community who are not as fortunate as we are. ”*



Sincerely  
**Sandy Minkoff**  
Interim County Manager

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LAKE COUNTY  
**VALUES**

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Lake County's values are Accountability, Diversity, Excellent Service, Innovation, Integrity, Professionalism and Teamwork. To read more about Lake County's values, visit [http://bccnet.co.lake.fl.us/mission\\_vision\\_values.aspx](http://bccnet.co.lake.fl.us/mission_vision_values.aspx).  
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## HUMAN CARE NETWORK FOOD DRIVE

Food collection for the Human Care Network, a United Way and Salvation Army Delivery Initiative, will continue until Friday, Dec. 9. Donations of nonperishable food items, toiletries and diapers will be accepted at drop-off boxes located throughout County offices.

For more information, contact Shannon Martin, Department of Employee Services & Quality Improvement, at (352) 343-9694 or [smartin@lakecountyfl.gov](mailto:smartin@lakecountyfl.gov)



### THE GIVING TOY BOX

The Giving Toy Box accepts both new and gently used unwrapped toys as well as gift wrap, tape, and batteries. Drop off donations to any of the following locations:

- Administration Building, 315 W. Main St., Tavares
- Agricultural Center, 1951 Woodlea Road, Tavares
- Community Services, Bldg. E, 1300 Duncan Drive, Tavares
- Public Works, 437 Ardice Ave., Eustis

The Giving Toy Box will be having a “shopping day” for needy families on Saturday, Dec. 12. Anyone who would like to volunteer for the day needs to report to The First Baptist Church of Umatilla at 7 a.m. The organization is in need of volunteers who speak Spanish. Volunteers will help people shop or assist them in getting things to their vehicles.

For more information, contact Grace Watson, County Manager’s Office, at (352) 343-9800 or [gwatson@lakecountyfl.gov](mailto:gwatson@lakecountyfl.gov)

### TOYS FOR TOTS

The Marine Toys for Tots Foundation has been in existence since 1947 when Major Bill Hendricks, USCR, and a group of Marine reservists in Los Angeles collected and distributed 5,000 toys to needy children. Drop off new, unwrapped toys at the following locations:

- Administration Building, 315 W. Main St., Tavares
- Agricultural Center, 1951 Woodlea Road, Tavares
- Animal Services, 28123 County Road 561, Tavares
- Community Services, Bldg. E, 1300 Duncan Drive, Tavares
- Environmental Utilities, 13130 Astatula Landfill Road, Tavares
- Library Services, 2401 Woodlea Road, Tavares
- Public Works, 437 Ardice Ave., Eustis

For more information, contact Jane Reich, Department of Public Resources, at (352) 253-6150 or [jreich@lakecountyfl.gov](mailto:jreich@lakecountyfl.gov)

# HEALTH INSURANCE & BENEFITS UPDATES

## “BETTER YOU FROM BLUE” TO OFFER HEALTH COACHING SESSIONS

“Better You from Blue” is a program through BlueCross and BlueShield of Florida that encourages and assists members in making healthy behavior changes. “Better You from Blue” currently offers the following programs to Lake County employees: free annual health screenings, annual health risk assessment, health-focused noontime workshops and other health-related programs (e.g., “Walking Works”).

Coming soon, “Better You from Blue” will start offering free monthly individualized health coaching sessions in the workplace. During the sessions, a health or nurse educator

will provide employees with assistance on a wide variety of health-related topics, such as how to create or improve eating habits, maintaining a healthy weight, increasing physical activity, reducing stress, lowering cholesterol, maintaining normal blood sugar, preventing high blood pressure and quitting tobacco products.

Sessions will begin in January 2010 and employees will be able to sign up for a session on the online training calendar.



## SUPERVISORY/MANAGEMENT

### COACHING IS NOT LIMITED TO ATHLETES

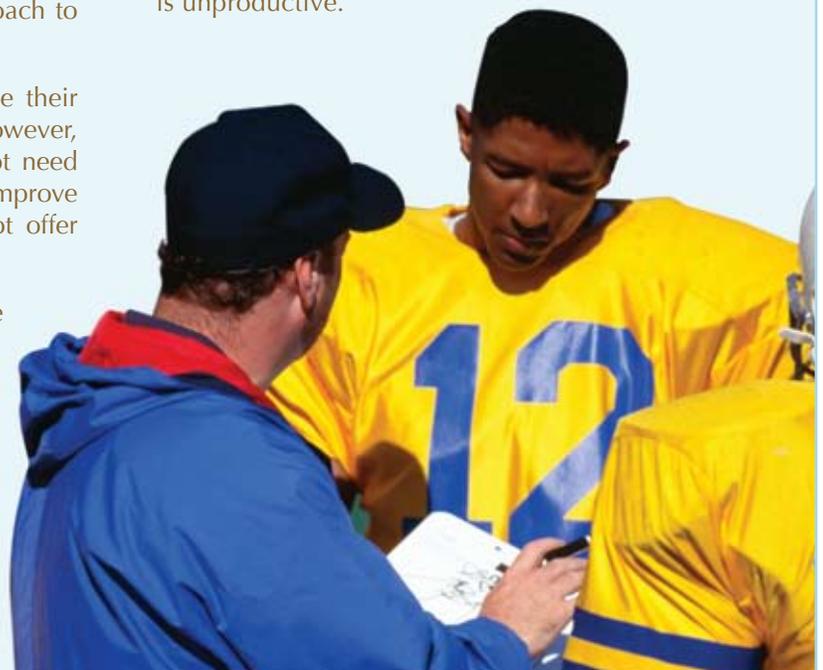
Supervisors, as you watch your favorite team perform on the field this season, take a minute to look on the sidelines and spot the coaches that support the athletes. A coach does more than offer strategic words of encouragement, although mental attitude is key to performance. By definition, a coach is someone who instructs players in the fundamentals of a competitive sport and directs team strategy. As a supervisor, an important part of your job responsibility is to fulfill the responsibilities of a coach to your employees.

Less experienced employees more easily recognize their need for their leaders to function in this role. However, seasoned employees may think that they might not need the assistance of a leader’s coaching skills to improve their job performance and that a coach could not offer anything new.

Nothing could be further from the truth. Everyone can benefit from coaching. Athletes and actors alike have long hired coaches to prepare for a specific competition or role. To that point, why does someone like Tiger Woods, a world-renowned, prize-winning golfer, have a coach?

Following are two reasons why all high-performing individuals have coaches, says professional coach Daniel Pendley:

1. We cannot see our own mistakes; and
2. If we are not getting better, we are getting worse. Technology continually affects the way we do things, so even to produce at current levels, improvement is necessary. Not making improvements or standing still really means falling behind, and as any sports coach knows, spending time thinking about last season is unproductive.



# WORK TIPS

## HOW TO MAINTAIN YOUR TRUSTWORTHINESS IN THE WORKPLACE

**Remember this:** For most people, trust is a one-time thing. Once it is broken, you will likely never get it back. So it seems that the best thing to do is to make sure you do not lose another's trust in the first place. Here are some tips on how to maintain your trustworthiness with others:

- **Tell the truth.** Do not assume that you cannot tell certain people the truth because they cannot handle it, or because it will make you look bad. When you have been caught in a lie, people know they cannot trust you. You may be given a second chance, but it is not something you can count on.

- **If you make a promise, keep it.** Do not overcommit and under-deliver. If you do, eventually your credibility will drop so low that no one will believe what you say.

- **Behave ethically.** Do the right thing in all your dealings with others. If you say you believe in fairness, for example, but you do not stand up for someone when an issue of fairness comes up, you will have become your own worst enemy in the office.

*- Adapted from "Truth and Trust: They Go Together," by Stever Robbins from Harvard Business School's site, Working Knowledge for Business Leaders*

# INFORMATION TECHNOLOGY TIPS

## SEARCHING AND ARCHIVING EMAIL ON YOUR WORK COMPUTER

When employees send or receive e-mail, their e-mail mailboxes grow in size. To help manage the size of employees' mailboxes, the County has set up a system called "EVault" that automatically archives, or stores, old e-mails. When e-mails (including those deleted from the Inbox) are archived, they are conveniently stored on the County's server to be available for viewing or retrieval. In essence, e-mails are never truly "deleted."

**EVault has two purposes:**

1. To store every e-mail for public records requests; and
2. To help individuals manage their inbox and search for e-mails. All e-mails sent or received through the County beginning April 1, 2009 are being archived in "EVault." Any e-mails sent or received prior to April 1, 2009 are still available for retrieval in DataOne. e-mails in the "Inbox" older than 90 days are automatically archived and no intervention is necessary. When an e-mail is archived, a preview of it will show in the Inbox along with a message at the top of the e-mail indicating "This message has been archived." There will also be a link to view the original message.

Any e-mail that has been archived is also searchable. To search your personal e-mail archive, follow the steps below:

- From Outlook, click on the **Search Vault** button on the toolbar.
- Enter a search term in the box and click **Find Now**. Employees can also click on the **Advanced Find** link in the upper right hand corner to get more detailed search options.

It is important to know that only archived e-mails are searchable. Employees may choose to archive e-mails that are less than 90 days old by selecting a message in the Inbox and clicking the "Store in Vault" button on the Outlook toolbar. Once the e-mail has been stored in the vault it will be searchable using the method above.



## EMPLOYEE ACHIEVEMENTS

**Eric R. Anderson, Senior Landfill Supervisor**

*Environmental Utilities*  
Represented Lake Toasters, Toastmasters International and won first place in the Area, Division and District level evaluation contests.

**Jeannine L. Nelson, Employee Services Specialist**

*Employee Services & Quality Improvement*  
Earned recognition as a Competent Leader and Advanced Communicator Bronze through Toastmasters International.

**Christopher A. Patton, Public Information Coordinator**

*Information Outreach*  
Selected for the 2010 Leadership Lake class.

**Erin M. Showe, Employee Services Coordinator**

*Employee Services & Quality Improvement*  
Earned recognition as a Competent Communicator through Toastmasters International.

**Tracy M. Swank, Regional Branch Manager**

*Public Resources*  
Selected to serve as a mentor in the Sunshine State Library Leadership Institute for 2009-2010.

**Angelica M. Thompson, Development Processing Manager**

*Growth Management*  
Earned the Advanced Communicator Silver recognition from Toastmasters International.

The following employees were recognized for being on the FOCUS Program Team that received the "2009 Achievement Award" from the National Association of Counties (NACO):

- Eric R. Anderson, Senior Landfill Supervisor
- David P. Merrill, Senior Employee Services Specialist
- Jeannine L. Nelson, Employee Services Specialist
- Nadine I. Ohlinger, Employee Services Specialist
- Kathleen D. Pagan, Tourism Specialist
- Christopher A. Patton, Public Information Coordinator
- Sharon L. Tatum, Public Education Specialist

**Angelica M. Thompson, Development Processing Manager**

The following employees were recognized for being on the Growth Management/Public Works Process Improvement Team that received the "2009 Achievement Award" from the National Association of Counties (NACO):

- Carmen G. Carroll, Building Services Manager
- Jennifer M. Cotch, Environmental Specialist
- Anita W. Greiner, Chief Planner
- Seth N. Lynch, Engineer II
- Deborah C. Marchese, Subdivision Coordinator
- Zbrosław "Ross" P. Pluta, Engineer III

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

## EMPLOYEE OF THE QUARTER – 2nd Quarter



**David Salinas**  
*Equipment Operator IV*  
Environmental Utilities

David is a valued part of the Recycling Program. He can be counted on to go above and beyond his normal duties every day and is always looking for cost effective ways to improve the Recycling Center.

## SUPERVISOR OF THE QUARTER – 2nd Quarter



**Tracy Swank**  
*Regional Branch Manager*  
Public Resources

Tracy has been the epitome of professionalism by serving as Interim Branch Manager at the Cagan Crossings Community Library. She has created a work environment focusing on internal as well as external customer service.

## NEW HIRES

EMPLOYEE	TITLE	DEPARTMENT
Jeffrey D. Rodgers, Jr.	Assistant Public Defender	Public Defender
Casey M. Renninger	Public Defender Support Clerk	Public Defender
Boyd Bruce, III	Assistant Library Services Director/Regional Branch Manager	Public Resources
Anthony J. Luise	Firefighter/EMT	Public Safety
Jason W. Somppi	Firefighter/EMT	Public Safety

## PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Wendy R. Breeden . . . . .	Public Resources Director . . . . .	Public Resources
Thomas L. Merchant . . . . .	Library Services Director . . . . .	Public Resources
Daniel P. Miller . . . . .	Battalion Fire Chief . . . . .	Public Safety
Juanita Popenoe. . . . .	County Extension Services Director . . . . .	Public Resources
Erikk R. Ross . . . . .	Programming & Application Support Services Director . . . . .	Information Technology
Allison H. Thall . . . . .	Community Services Director . . . . .	Community Services

## RETIREMENT

EMPLOYEE	DEPARTMENT	YEARS OF SERVICE
Leonard A. Labranche Code Enforcement Officer . . . . .	Conservation & Compliance . . . . .	3 years, 7 months
Douglas J. Luce Battalion Fire Chief . . . . .	Public Safety . . . . .	10 years, 5 months
Linda J. Moore Library Assistant . . . . .	Public Resources . . . . .	7 years, 6 months

## SERVICE AWARDS

### FIVE YEARS

Tyron M. Baquie  
Samuel T. Cauley  
Magdalena Contreras Cordero  
Morgan T. Cates  
Cindy R. Davis  
Paul R. Doran  
Christopher G. Evensen  
Barry A. Fitzgerald  
Elizabeth A. Heine  
William F. Jenkins, II  
Christopher A. Patton  
Autumn M. Perry  
Ronald Schwab  
Randy J. Shappard  
Dominic T. Zawilski

### TEN YEARS

Anthony I. Deaton  
Pamela J. Goodson  
Lisa B. Grider  
Paul L. Proctor  
Albert V. Sikes

### FIFTEEN YEARS

Randy L. Beadle  
Charles A. Fedunak  
Benson K. Hartle  
Anna S. Perez  
Michael A. Smith

### TWENTY YEARS

Steven G. Lafleur  
Robert H. Romine

### TWENTY-FIVE YEARS

Anita W. Greiner

## T.E.A.M. AWARD

### RADIO SYSTEMS TEAM

The Radio Systems Team created an 700/800 MHz countywide radio system that represents the pinnacle of inter-governmental cooperation in Lake County and allows multiple agencies to communicate across city/county lines. The safety of the public in Lake County has been dramatically improved for decades to come.

*The following employees were on the Radio Systems Team:*

### PUBLIC SAFETY

Gregory A. Holcomb, Public Safety Communication Technologies Division Director  
Robert A. Richardson, Radio Systems Coordinator  
Anthony G. Moore, Jr., Radio Services Technician  
Gustavo A. Marquez, Communications Specialist

### LAKE COUNTY SHERIFF'S OFFICE

Corp. Jason Matthews, Radio Technician  
Tisha Mateo, Clerk, Radio Technician