



PROGRAMS FOSTER PRIDE WITHIN COMMUNITY

Lake County encourages the public and its employees to become a part of the County's continued commitment to enhancing the community by caring for its gorgeous lakes, country roadsides and cute animals.

Lake County offers three active "adopt-a" programs that give volunteers the opportunity to make a difference in their community. Participating in the programs is the gift that can be enjoyed and cherished year-round by the adoptee.

Lake County's three "adopt-a" programs are:

ADOPT-A-LAKE

Perhaps one of the County's most unique programs, the Department of Environmental Utilities, Water Quality Services Division, the Adopt-a-Lake Program encourages the community to become involved with protecting, preserving and restoring Lake County's hundreds of lakes.

Since its inception, the Adopt-a-Lake Program has received nearly 2,000 volunteer hours to collect 262 water-quality samples, remove trash from 137 miles of shoreline, install 12 monofilament recycling bins and host 47 educational events.

The program encourages local civic organizations, individuals and fraternal and business groups to adopt a segment of a lake's shoreline. The Adopt-a-Lake Program is comprised of three separate components: Water-quality monitoring, public education and pollution prevention. Volunteers can elect which components of the program best fit their desired level of participation. For more information, call Cathie Catusus at (352) 253-1659.



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LAKE COUNTY
VALUES

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.

ADOPT-A-PET

The Department of Public Safety, Animal Services Division, has been finding new homes for pets for decades, but this past year the Adopt-a-Pet Program has gone high tech. In August 2009, the Division began posting adoptable dogs, cats and farm animals to the County's Web site.

Each listing contains photographs of the animal, type of breed, age and a short description. The featured animals on the County's Web site are also shown on Petfinder.com and are just a select few of the many adoptable animals at the shelter. The list changes periodically, so check back often.

Pet adoptions are on a first-come, first-serve basis and interested parties are not allowed to place holds on animals. Adoption fees are based on the cost of sterilization, rabies vaccination, County tag, regular vaccinations and testing. The sterilization fees vary depending upon gender and size of the animal. For the exact cost of a pet adoption, call Animal Services at (352) 343-9688.

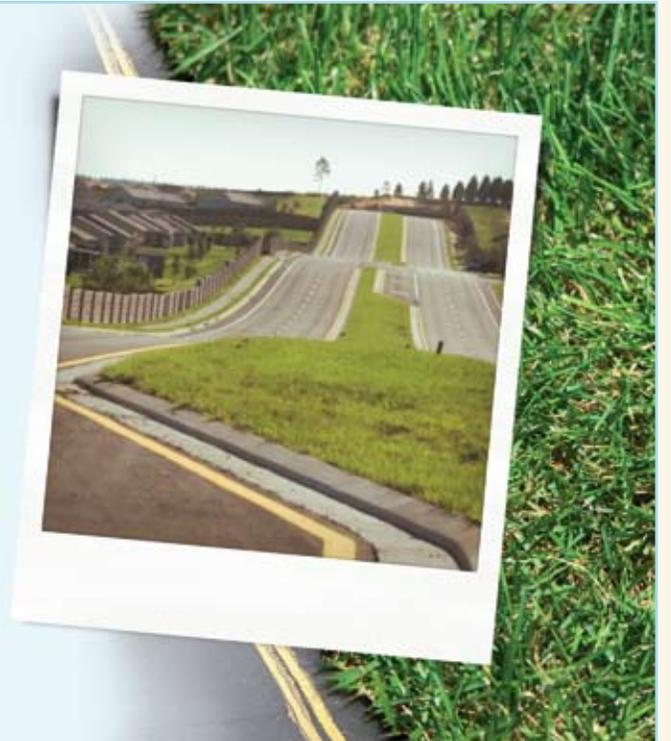


ADOPT-A-ROADWAY

The Department of Public Works, Road Operations Division, manages the Adopt-a-Roadway Program, a volunteer litter prevention program for County roads.

The County's program encourages local civic organizations, beautification, fraternal and business groups to adopt two or more miles of County and/or township roadways. To participate in the program, an organization must be willing to pick up litter at least four times a year and provide adult supervision for youth groups that participate in cleanups. Guidelines and responsibilities of a participating organization are available on the County's Web site.

All an organization needs to get started is volunteers who are in good physical shape responsible and interested in helping to keep Lake County's communities clean and beautiful. To find a stretch of a County road that is currently not adopted, fill out an online inquiry or call the Road Operations Division at (352) 742-0478.



For more information on how to become involved in Lake County's "adopt-a" programs, log on to www.lakecountyfl.gov, keyword: adopt

HEALTH INSURANCE & BENEFITS UPDATES

COST CUTTERS: 10 TIPS EMPLOYEES SHOULD KNOW

The following suggestions should help employees (and Lake County) reduce health care expenses.

1. When planning for a surgery or treatment, call BlueCross and BlueShield (BCBS) Care Consultants at 1-800-955-5692, *option 5*. Members can save time and expense by using BCBS's team of experts to help make the right decisions about their care.
2. Stay in-network. BCBS's discounted rates with doctors, hospitals and other providers ensure members pay less.
3. Use MyBlueService to find benefits and claims information. New tools and information to help members stay healthy and save money are added regularly. Visit www.bcbsfl.com to access "MyBlueService."
4. For non-emergency situations, try using an in-network urgent care center rather than the emergency room to save time and money. Members can check the BCBS online provider directory at "MyBlueService" for a list of care centers in their neighborhood.
5. Use Quest Diagnostics for 100 percent coverage on doctor-requested lab services.
6. Get prior authorizations and use independent imaging centers when seeking an MRI, CT, PET scan or nuclear cardiology service.
7. Go generic on prescription medications and compare prices. MyBlueService allows members to compare prices online, anytime.
8. Get preventive check-ups. Talk to a nurse or health coach for general health concerns. Free access to these experts is available around the clock through Health Dialog® by calling 1-877-789-2583.
9. Save 20 to 60 percent with member-only discounts on health products and services for vision, hearing and weight-loss program. Visit "MyBlueService" and click on "Member Resources," then "Member Discounts."

Adapted from BCBS Newsletter "News from Blue"

SUPERVISORY/ MANAGEMENT

WALKING THE TALK

Supervisors simply cannot say one thing and do another and expect their leadership to work. They cannot preach the importance of returning customer phone calls but not do it themselves. They cannot emphasize punctuality at meetings but show up late. And they cannot talk about the importance of a good attitude but never have one.

Of course, walking the talk sounds like nothing more than honesty or ethics. But it also has a very practical, motivational side to it. As one person said so very well, "your walk talks and your talk talks, but your walk talks louder than your talk talks."

Or put another way, if supervisors are not excited about what they are doing, it is a sure bet that their employees will not be excited about it either. Enthusiasm spreads from top down.

It is kind of like the three men working in a quarry, all doing the same job, but all with different bosses. The first boss did not care about anything; the second boss just wanted to put in his day's work and get out of there; and the third boss had a vision for the work being done. When their employees were asked about their jobs, the man who worked for the first boss said all he did was lift rocks. The man who worked for the second boss said he was simply a poor man who toiled all day long, from dawn to dusk, earning a living. But the man who worked for the third boss responded with enthusiasm, saying he was building a cathedral.

Reprinted with permission from Dr. Alan Zimmerman's Internet newsletter, the "Tuesday Tip."



WORK TIPS

ATTAINING GOALS, STEP BY STEP

The conventional wisdom is that if you do not set a goal, you will not get where you want to go. You might be a receptionist who has the goal of one day becoming a novelist or a construction worker who wants to own your own company. You dream about it and have confidence that you can do it. Yet day after day the book you mean to write never gets written; the company you mean to run never gets started. It is a common problem: We set our goals, but then do not know how to get from here to there.

Artist and scientist Leonardo da Vinci was fully aware of this tendency in himself and in others who were learning to paint. Here is what he had to say to those who aspired to greatness:

We can only comprehend one thing at a time. Let us suppose that you were to glance over the whole of this written page: You would instantly judge it to be full of various letters but you would not in that time recognize what the letters were, nor what they might mean. And so you have to proceed word by word, and line by line if you wish to gather information from these letters. Again, if you wish to climb to the top of a building you will have to go up step by step, otherwise it will be impossible to arrive at the top.

INFORMATION TECHNOLOGY TIPS

SOCIAL NETWORKING: KEEPING LAKE COUNTY CITIZENS INFORMED

Social networking has encouraged new ways to communicate and share information, and is being used regularly by millions of people. To broaden the County's audience and reach out to those interested in hearing the latest initiatives and news from Lake County Government, the County will be using social networking outlets where appropriate. Initially, the following types of social networking will be enabled: **Facebook, MySpace, Twitter, YouTube, and Blogging**. These sites will not be available to most employees, but will be available to one designated social networking administrator per department.

A procedure is currently being drafted by the Department of Information Technology that addresses how the County will begin using this technology, along with guidelines on appropriate usage.

The Information Outreach Division will oversee the County's social networking sites, but Departments will be responsible for their own sites. Once the Social Networking procedure is approved by the County Manager, all requests for these services must be submitted on a Social Networking Request form (found in the forms section on the intranet) to the Information Outreach Division.

As the County prepares to enter the world of social networking, it does so cautiously as many changes occur in the field of social networking. Employees should constantly be reminded that they must follow the rules established in the County's Social Networking procedure for this new channel of communication to succeed.

This procedure will address questions such as:

1. Who should be responsible for maintaining the public record and administering the site?
2. How will the site be used?
3. How does the County monitor the content?



EMPLOYEE ACHIEVEMENTS

Lorraine (Honey) Brown, Office Associate II

Conservation & Compliance

Became a Certified Pretrial Services Professional (CPSP) through the National Association of Pretrial Services Agencies.

Richard R. Hartenstein, Jr., Senior Planner

Growth Management

Received certification by the American Institute of Certified Planners (AICP).

Margaret M. Jones, Senior Probation Officer

Conservation & Compliance

Became a Certified Pretrial Services Professional (CPSP) through the National Association of Pretrial Services Agencies.

Kirsten B. Mabry, Probation Officer

Conservation & Compliance

Became a Certified Pretrial Services Professional (CPSP) through the National Association of Pretrial Services Agencies.

Christine S. McCarthy, Probation Officer

Conservation & Compliance

Became a Certified Pretrial Services Professional (CPSP) through the National Association of Pretrial Services Agencies.

Tracy M. Swank, Regional Branch Manager

Public Resources

Received a Masters Degree in Public Administration.

Eric J. Welhaven, Probation Officer

Conservation & Compliance

Became a Certified Pretrial Services Professional (CPSP) through the National Association of Pretrial Services Agencies

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.

NEW HIRES

EMPLOYEE	TITLE	DEPARTMENT
Tabitha L. Basler	Laborer	Environmental Utilities
William I. Rivers	Laborer	Environmental Utilities
Patricia A. Tredway	Laborer	Environmental Utilities
Jennifer B. Hodges	Extension Agent I	Public Resources
Christopher A. Albert	Firefighter/Paramedic	Public Safety
Mitchell J. Burgher	Firefighter/EMT	Public Safety
Robert A. Campbell	Firefighter/EMT	Public Safety
Jeffrey S. Huggins	Firefighter/EMT	Public Safety
Sean M. Karr	Firefighter/EMT	Public Safety
Valerie R. Ligi	Firefighter/EMT	Public Safety
Jonathon H. Longest	Firefighter/EMT	Public Safety
Christopher J. Martin	Firefighter/Paramedic	Public Safety
Jeffrey A. Morlen	Firefighter/EMT	Public Safety
William C. Perry	Firefighter/EMT	Public Safety
Kyle M. Rushton	Firefighter/EMT	Public Safety
Justin T. Smith	Firefighter/EMT	Public Safety

POLICIES AND PROCEDURES UPDATES

The County has recently implemented the following policies and procedures.

Management Employees	LCC-92	9/22/2009
Furlough Policy (Updated)	LCC-91	12/1/2009

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Jeremy C. Searcy	Fire Lieutenant/EMT	Public Safety
Kathy L. Edwards	Fire Lieutenant/EMT	Public Safety
Barry A. Fitzgerald	Fire Lieutenant/EMT	Public Safety

SERVICE AWARDS

FIVE YEARS

Tomye D. Armstrong	Stephanie R. Glass
John R. Bennett	Timothy J. Horschler
Patrick Billson	Susan C. Leavitt
Clinton W. Chapman	Brian Merkle
Jessica Clark	Jeffrey Mitchell
Michael S. Compton	Richard Montanari
Jason R. Fisher	Matthew S. Price
Thomas F. Garner	John Reynolds
Jack J. Garofono	

TEN YEARS

Kristopher G. Bush	Jeremy A. Hendrix
Joshua J. Craine	Jeff Johnson
Denis K. Dietz	Timothy D. Judy
Lavonia P. Drayton	Rose Mary Lane
Kathy L. Edwards	Mary Ellen Roberts
Jacquelyn L. Frierhood	Jeremy C. Searcy

FIFTEEN YEARS

Carol E. Boyle
Charles E. Deal
Larry P. Duke
Dorothy G. Jackson
Anne D. Lanier

TWENTY YEARS

Gerald D. Bramlett
Quinnette S. Durkin
Harryette J. Hannah

TWENTY-FIVE YEARS

Earl David Walker

THIRTY YEARS

Deborah J. Butterworth

T.E.A.M. AWARD

GROWTH MANAGEMENT/BUILDING SERVICES TEAM:

- Ron Allen, Senior Building Inspector
- Jay Dagner, Chief Inspector
- Sheila Denoncourt, Senior Building Inspector
- Robin Gutting, Fire Inspector
- Tony Lopresto, Licensing Investigator
- Jeff Sandy, Plans Examiner II
- Tom Schmedes, Senior Building Inspector
- Al Sikes, Chief Inspector

Building Services has been challenged with staff layoffs and the reduction to a four-day work week it has responded with teamwork and dedication to provide the customers of Lake County with timely and complete building inspections. Plans examiners, licensing investigators and fire inspectors are all working with the building inspectors to share the work load on a daily basis while also performing their normal job functions.

EMPLOYEE OF THE QUARTER – 3rd Quarter



Sam Short
Chief Maintenance Supervisor
Facilities Development & Management

Sam always provides prompt, courteous and professional service in assisting with various issues that arise with properties throughout the County. He understands the importance of workspace to an employee and went above and beyond in making sure the work far exceeded expectations.

SUPERVISOR OF THE QUARTER – 3rd Quarter



Bill Nicodem
Fleet Manager
Fiscal & Administrative Services

Bill is a dedicated team player and will often change his work schedule in order to provide coverage when needed. He focuses on providing first-class customer service, keeps his employees motivated and well informed, and is a dedicated supervisor worthy of special recognition.