

KALEIDOSCOPE

VENTURA
MANAGEMENT
COUNCIL
COUNTY

Newsletter

Management Growth Thru Communication, Training and Personal Development

Vice President's Message...by Mazie Chauvin

For this newsletter edition, it seems appropriate for the Vice President to step in and deliver the "message." For you see, at this year's Management Council Holiday Party, Johnny Johnston both shocked and honored our president, Christy Madden by presenting her with the Good Government Award! In making his decision, Johnny Johnston outlined Christy's accomplishments as president of the Management Council and specifically her Herculean effort in bringing Corporate Games to the County of Ventura organization. This activity brought all members of the county family together in a friendly competition with other public and private businesses within Ventura County. It provided the opportunity to employees from all the county agencies to participate in a spirit of togetherness, and to recognize that we all belong to the same organization. The fruition of this year's competition was the "Spirit" award that is a credit to all participants. Johnny pointed out that while it might not have been first place, it was the biggest trophy and is proudly displayed in the CEO office.

For those of us who serve on the board, we have first hand knowledge of all the effort and passion that Christy

devotes to the Management Council. She has been the tenacious spirit to champion making the Management Council a dues paying organization. She has a strong belief that the Board is accountable to the membership and that is foremost in all her efforts to develop benefits for the members. To that end, she has promoted an education program geared specifically toward the membership; has been the person to oversee the "State of the County" addresses from our CEO, Johnny Johnston; has worked tirelessly to develop an website presence; and of course was the passion behind bringing Corporate Games to us.

Christy, as President, has been the moving force behind the Board for two and one-half years. She is always there when committees meet, never misses a Board meeting, genuinely encourages new members, participates in all Council activities, helps build sand castles, and vigorously promotes the Management Council at every opportunity. While the Board members are personally aware of her sacrifices and devotion to the Council, it is important that the general membership know that

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Management Council Board of Directors

Board Officers

Christy Madden, *President* CEO
 Mazie Chauvin, *Vice-President* HR
 Don Hansen, *Treasurer* Treasurer
 Roberta Rodriguez, *Secretary* . . Clerk of the Board

Executive Committee Members

Tom Berg RMA
 Ron Coons PWA
 Bob Roper Fire

Board Members

Shelah Harris CEO
 Vickie Lemmon Public Health
 Margot Miglins BHD
 Mark Novak Sheriff's Dept
 Virginia Randolph Retired
 Gail Robinson BOS
 Matthew Taylor HSA
 Johnny Johnston, *Ex-Officio* CEO

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Christy Madden	Editor



We Get Letters...

Dear Chris(ty),

I want to thank you and the Management Council Board for the nomination in the mentoring category. I am very flattered that you chose me as one of the top three. The holiday party was very nice and my husband and I enjoyed ourselves and we appreciate the invitation. Also, congratulations on your excellence in government award. It sounds like it was very well deserved.

(signed) Laurie Kitchens

Thanks for a very pleasant evening yesterday. I was totally taken by surprise on the award. I figured the other two finalists had been around a lot longer and probably had an accomplishment rap sheet ten times as long. I know it takes time and effort to put these events together and so my thanks go to you. I sent thank you emails to the award selection committee as well. It is always such a pleasure to hear the CEO speak. He is very good at it as you are too. Recognition by your peers is always the best kind and it really felt good to receive it.

(signed) Nazir Lalani

Dear Christy,

I am so happy that you received the "Good Government" award. You so deserve this recognition for all your dedication and hard work you do for the County...and especially the Management Council. You are one of the major reasons I wanted to get involved, because I love your enthusiasm.

Enjoy today and bask in the glow.

(signed) Gail Robinson

PRESIDENTS MESSAGE *continued from pg 1*

every action to improve the Council is based on your desires and benefits.


While speechless for a few seconds, Christy launched into the benefits of the Corporate Games to provide a spirit lifting at a time when we could definitely use an infusion of good feelings. She

advised that the unions have been approached to assist the Council in funding our entry for the upcoming 2004 games as it is a benefit to all union members as well as non-union staff. She highlighted the enormous interest and the fact that we could have fielded 19

bowling teams with all the registrations received. She graciously acknowledged other board members and their participation and support.

Please join me in congratulating Christy for an award that is very well deserved. ◀

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If you have a contribution or suggestion for an article you would like considered for inclusion in the next edition of Kaleidoscope, please contact the Editor, Christy Madden, at CEO Loc #1940, by FAX at 654-5106, by phone at 654-2679 or through the County e-mail system.

Spotlight on: 2003 Management Council Awards Program

One of the highlights at this year's Holiday Party was distribution of the Annual Management Council Awards. Now in its second year, the awards program strives to publicly recognize and honor our peers for superb performance, innovative ideas, maintaining high ethical standards, mentoring our peers, and making our communities better places to live. The top three finalists were selected in each category to be our guests at the holiday party. One individual from each category received a beautiful plaque to memorializing their accomplishment.

The review panel with Gail Robinson (Supervisor Long's Office), Sue Hughes (County Executive Office) and Vince Gilliam (District Attorney's Office), had some difficult choices to make. Following is a list of the finalists in each category along with a brief description outlining the winner's accomplishments.

INTEGRITY: Awarded to a person who is noted for his/her honesty, openness, forthrightness, doing the right thing, honoring commitments, etc. Winners might include such people as those who speak truth to power, who are willing to take unpopular but technical correct actions, and who error on the side of accuracy rather than political correctness.



Nominees left to right.
Dan Goodwin - Assessor
Dave Festerling - Fire Protection District
Linda Henderson - HSA (Children & Family)

This year's award went to Dan Goodwin.

As our Ventura County Assessor, Dan has consistently given his "All" to addressing the many challenges faced by his office at every level. While struggling with the ever-present budget and administrative issues, Dan seems to always find the time to personally help his staff, other departments, businesses and the public at large. Dan can even be found at the front counter handling tax inquiries or startling callers by answering his own telephone. Dan's commitment to doing his very best, regardless of personal sacrifice, is appreciated by those both inside and outside of county government.

Dan stands up for what he believes is right, even though there may be an easier, more expedient solution. An example of this is Dan's commitment to maintaining the high quality and integrity of the Assessor's Official Records. With the tensions created by budget shortages and an ever-increasing workload, there is a temptation to produce more by lowering the quality of the assessment roll in order to "make ends meet." Dan has stood firm and refused to compromise the integrity of the Assessor's Official Records.

As a highly principled leader, Dan actively demonstrates those rare leadership qualities that promote excellence in public service and restores public confidence. Through hard work, commitment, and standing up for what he believes is right, Dan has earned the well-deserved trust from the public, his fellow co-workers and the citizens of Ventura County.

INNOVATION: Awarded to a person who is noted for his/her ability to "think outside the box," one who has developed new and/or creative solutions to work place problems and job demands, exudes creativity, and is successful in generating clever and insightful ways of doing things, etc. Given the current budget situation, innovation in the areas of cost savings and greater efficiency is particularly worthy of recognition. A typical winner would be someone who does more with less and/or someone who approaches a problem in a whole new (better!) way.



Nominees left to right.
Bob Roper - Fire Protection District
Jack Phillips - RMA (Building & Safety)
Nazir Lalani - PWA (Transportation)

This year's award went to Nazir Lalani

Nazir is currently a Deputy Public Works Director in the PWA Transportation Department. He is charged with daily management of the Advanced Planning, Traffic Engineering, Encroachment Permit and Public Transportation Sections. The length of the title of this division gives some indication of the breadth of his responsibilities. He doesn't typically look at problems with the traditional, "we've always done it this way", mentality. He continually looks for new, but cost effective and reliable methods to solve the myriad of problems he faces every day.

On his own initiative, Nazir, conducted an industry-wide survey of available products, developed technical specifications, and conducted a competition based procurement which resulted in the Board's approval and awarding of a Digital Image Based Photolog System for all county roads and right of ways. He also developed a series of informational brochures designed to provide the public and other staff a readily understandable reference point for most of the commonly asked questions on "transportation myths". Among other things Nazir initiated an In House Technical Training Seminar Series, which cross trains all Transportation department staff. In his spare time he coordinated the preparation of 27 federal grant applications...obtaining over \$800,000 in federal and state grants for the county transportation needs.

Nazir is known as a dedicated public employee, who is recognized nationally as an innovator and expert traffic engineer by his peers, fellow workers and the public.

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Congratulations are in order:

We would like to extend our congratulations and wishes for many years of success to the following County Management staff on their recent promotion or appointment.

- ▶ Gwen Bell, Manager of Public Health's Communicable Disease Office. Gwen comes to us from Los Angeles Public Health where she did investigations, designed web-sites and managed the Health Alert project. She has her Masters in Public Health and a Masters in Archaeology. She has excavated sites in Tasmania, Germany and California. You go girl!
- ▶ Sandy Marcotte, Manager of the Public Health Clinics. Sandy started with Public Health in mid-80s with a brief diversion to the east coast made by her husband's military status. She has her MSN and Family Nurse Practitioner certifications. She has seen many challenges in the public health arena and is looking forward to enhancing the public health clinic services to the community.
- ▶ Lindsay Braun, Fiscal Assistant III – CEO Fiscal Services Unit. Lindsay

started her County career in GSA - Accounting in 2002. Her background is in Healthcare Administration using her B.S. in Business Administration. She won't forget her first County interview as it was on the morning of 9-11. We're glad that better things are in store.

- ▶ Rosanna Bati, Accounting Officer – CEO Fiscal Services Unit. Rosanna has spent the past 16 years with our Public Works Agency. The change was hard to make, but she is grateful for all she learned and the friends she made in PWA. She is looking forward to making new friendships and developing her personal growth.
- ▶ Donna Smith, Personnel Assistant to Sheriff's Human Resources Department. Donna has worked for the Sheriff's HR since 1995 and is excited about the new challenges she'll have in this position.
- ▶ Susan O'Connell, Deputy Assessor. Susan has been with the Assessor's Office for 19 years in various capacities, i.e., Cadastral Technician in the Mapping Department, Appraiser in the Real Property Division, and as

Principal Appraiser she oversaw the Proposition 8 Program for over 57,000 residential properties. She has a Bachelors degree from UCSB in Geography, a Supervision & Management Certificate from UCSB and an advanced Appraisal Certificate from the State Board of Equalization.

We certainly have some interesting and multi-talented people working for the County. Please welcome them aboard as they serve us and the public with their knowledge and ability.

If you know of someone that has been promoted or appointed, please let me know, so we can honor him/her. Contact Shelah Harris at county email with the information.

Address Updates

If you know of any email, brown mail, or name changes of staffing, please contact Shelah Harris with the correct information. It is really a challenge trying to maintain a current mailing list of over 700 management personnel, and your help is truly needed and appreciated. I can be reached at shelah.harris@mail.co.ventura.ca.us. Thank you so much. ◀



VOLUNTEERS NEEDED



As we wind up the calendar year, the Council is also making plans and preparations for a general membership meeting in 2004. You'll have an opportunity to review our successes and assist in the formulation of goals and objectives for the coming year. In fact, we are looking for volunteers to participate with us in planning the event. Assistance is needed with meeting logistics (i.e. when, where, etc.) and organizing information for presentation to the membership. If you'd like to get involved with an enthusiastic group of fun individuals from throughout the County organization, this is an ideal forum. Simply drop us an e-mail, let us know your availability and what you are interested in participating in. It's that easy! With a dues-paying membership of about 300 members, it is increasingly important that the Council reflect the priorities of our organization – we need your participation to ensure that we succeed in that effort. ◀

HUMANITARIAN: Awarded to a person who is making a mark in the greater community in addition to service to Ventura County. Such a person is actively involved in making a positive contribution to groups, causes, or other endeavors that help make their neighborhood, city, Ventura County, the state or the world a better place.



Nominees left to right.
Debbie Bergevin – HSA (Work & Family)
Kathy Jenks - Animal Regulations

Tom Berg for
Kathy Jenks.

The 2003 Humanitarian award went to Kathy Jenks – Tom accepted the award on her behalf.

Kathy Jenks is the longtime Director of Ventura County’s Animal Regulations Department. Given the nature of her Department’s responsibilities, and her effective leadership in and of itself is innately humanitarian. However, what makes her truly stand out is the fact that, in addition to her full time responsibilities as the County’s Animal Regulations Director, she also voluntarily functions as the Director of the County’s RAIN project, which provides housing, health, educational job training, and other services to the County’s homeless population.

The goal of RAIN is to return the families and individuals served, to traditional housing and gainful employment, as active members of the community. With a success rate of 60%, this is one of the most successful human service programs in the State. Kathy also has been instrumental in securing ongoing funding for this wonderful program.

Kathy is highly motivated, socially conscious, a results oriented manager, who has worked tirelessly with a variety of client and interest groups with limited funding to help create the County’s highly successful RAIN project.

MENTORING: Awarded to a person who is noted for his/her commitment to nurturing, supporting, guiding, and training of new team members (including new staff, encouraging their success in the art and career of public sector service. This person role models the ideal “team supportive” behaviors. This person is the kind of manager other managers hope to emulate and who employees hope to work for.



Nominees left to right.
Judy Rivera – HSA (Children & Family)
Lois Manning - Public Health
Laurie Kitchens – Probation Agency

Diana Casey for
Lois Manning.

This award went to Lois Manning – accepting for her (as she vacationed in Maui!) was Diana Casey.

Lois Manning has been a mentor for nursing students, emerging leaders and Public Health Nurses for over 20 years in Ventura County.

She is directly responsible for many of our Ventura County nurses going back to school to finish their nursing degrees thereafter entering the Public Health field. She also encourages them to support and mentor new student nurses.

Lois is well known in the community as she also works part time teaching at local colleges as well as accrediting schools of nursing with the National League for Nursing Organization. She has foresight on public health issues that supported such partnerships as that with Casa Pacifica – a facility for abused and neglected children.

Lois has recently approved a proposal for the Public Health Department to prepare and submit an application for Magnet Status, a highly coveted national status for Nursing.

In a word...Lois is the kind of leader that promotes excellence in practice as well as being supportive and encouraging. Lois is truly one of Ventura County’s foremost nursing leaders and mentors.

SUPERIOR CUSTOMER SERVICE: Awarded to a person who is noted for his/her dedication to consistently high levels of service to stakeholders and clients, be they tax payers, citizens in general, fellow employees, etc. A winner of this award would be someone who meets and indeed exceeds client expectations consistently, with good humor and enthusiasm. Such managers consistently give government a good name.



Nominees left to right.
Gary Newton – PWA (Transportation)
Lynda Young - Public Health
Curtis Updike – HSA (Intake & Eligibility)

Curtis Updike was the recipient of this award.

As the Director of the Human Services Agency’s East County Intake and Eligibility Center, Curtis is known to treat everyone with respect and dignity, is a good leader and role model, and seeks always to better himself. He views his position as the Center’s Chief Advocate, ensuring that clients receive all benefits to which they are entitled...accurately, timely and courteously, while providing staff with the information, supplies, facilities, training and support they need to carry out their task.

He asks his staff to be positive team players and provide the best possible client services, not because it is important to him, but because it is important to them...and it is the right thing to do.

For Curtis, the “bottom line” is all about the clients. He cares that they are treated well, receive benefits in a timely manner, and that they spend as little time in the office as possible. ◀



County Lights

Sung to the tune of Silver Bells

Health care price jumps
Workers Comp's up
Re-tire' ment costs soar!
In the air there's a feeling:
Foreboding

Folks are worried
Brows are furrowed
Enforced smile after smile
And at ev'ry work station you'll see

County lights, late at night
It's budget time in the County
Gloom and woe, see the glow
Soon it will be budget day

Schwarzenegger
Not Gray Davis
Is the Governor now
In the air there's a feeling:
We're buggered

Numbers crunching
Costs are cutting
This is Johnny's big scene
And above all this bustle you'll see

County lights, late at night
It's budget time in the County
Gloom and woe, see the glow
Soon it will be budget day

I S F Rates
County fee hikes
Red ink omens of doom
As accountants gush
Forth with their forecasts

Lawyers de-bate
Four-oh-eight-eight
Oh, the end game is near
And above all this drama you'll see

County lights, late at night
It's budget time in the County
Gloom and woe, see the glow
Soon it will be budget day

Not a dry eye
In this sci-fi
Will the CEO find
This tight-en-ing belt has
no notches?

Buy a Prius
Privatize us
Pray for backfill again
It's that wonderful time we enjoy!!

County lights, late at night
It's budget time in the County
Gloom and woe, see the glow
Soon it will be budget day

From left to right: Cheryl Monzon, CEO Nancy Settle, Planning Division Scott Smith, Airports
Louise Webster, Auditor-Controller Sandra Chance, Airports Pat Oliver, Resource Management Agency.
Lyrics by Tom Berg and Scott Smith.