

KALEIDOSCOPE

VENTURA MANAGEMENT COUNCIL COUNTY

Newsletter

Management Growth Thru Communication, Training and Personal Development

President's Message... by Christy Madden

I can hardly believe it's over . . . the 2005 Annual Management Council holiday party is now history. The one hundred twenty or so attendees made it the best attended event in recent memory, and shared in the glory of celebrating the accomplishments and well-deserved respect of this year's award nominees.

If the wonderful food (including bacon wrapped scallops, spicy chicken wings, peel and eat shrimp, fresh fruit and vegetables, and miniature meatballs) weren't enough, a quartet of carolers entertained our guests ensuring that everyone was in a festive mood. Anchored by a member of our own Board of Directors, Sandra Chance and the other three members of "Extra! Extra!" roamed the tables and serenaded guests with holiday classics. Once again, we were fortunate enough to have Steve Solomon

on the piano - word has it that his schedule is very busy in retirement as he travels around the County playing a variety of instruments at local venues. His musical talent is a delight and set the perfect backdrop to the evening.

Of course, the highlight and central feature of the evening was distributing the awards to our honored guests. With the largest number of nominations to date in this four-year old tradition, all of our thirty-six nominees were acknowledged with certificates. However, only a handful were awarded the top honors in the award program's five categories. And then at the end of the evening, our CEO bestowed his "Good Government" award on an employee of his choice - this year giving that award to Lyn

Krieger. You can find information about our winners' characteristics and accomplishments elsewhere in this newsletter, along with a series of pictures not only of our nominees, but also of some of the party attendees. More photos are available on the Council's website at www.vcmanagementcouncil.org. You can also see our award winners being recognized at the Board of

"The one hundred twenty or so attendees...shared in the glory of celebrating the accomplishments and well-deserved respect of this year's award nominees"

Supervisor's meeting of December 13th if you "jump to" public comment (item 8) in the video archive.

It gives me great personal pleasure and gratification *continues on pg 8*

Management Council Board of Directors

Board Officers

Christy Madden, *President* CEO
 Roberta Rodriguez, *Vice-Pres* . . . Clerk of the Board
 Don Hansen, *Treasurer* Treasurer
 Matt Carroll, *Co-Secretary* ISD
 Ron Coons, *Co-Secretary* PWA
 Gail Robinson, *Historian* BOS

Executive Committee Members

Matt Carroll ISD
 Ron Coons PWA
 Bob Roper Fire

Board Members

Diana Casey Public Health
 Virginia Randolph Retired
 Dennis Scamardo GSA
 Betty Huff RMA
 Johnny Johnston, *Ex-Officio* CEO

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Christy Madden	Editor

to see how much this program has grown. Given the dedication and commitment of a number of individuals the awards program has increased from its humble beginnings to a full-fledged celebration of "all that is good with government". As you might imagine, it takes a small army of volunteers to pull off this program and I am eternally grateful for their time and energy during this already hectic time of year.


With the growth in the awards program comes an increasingly difficult job for our review committee. As our CEO indicated during the evening's festivities, all who received nominations (and many who did not) deserve public recognition for their accomplishments. Those of you who read this newsletter regularly probably know that I'm pretty passionate about public

service and I know that many of you are too. This program presents a unique opportunity to celebrate our accomplishments, dedication and commitment to the "service" in public service. Whether serving members of our community, or employees in other agencies, together we make this place work – and work well, I might add. While other counties are struggling to meet payroll, dealing with structural deficits and recruitment difficulties, Ventura County stands apart in many areas due to the creativity, compassion, and commitment of our employees. What better gift than recognizing and celebrating our success?

A new year is once again upon us and with it comes another opportunity for camaraderie, fun and excitement when we launch into the 2006 Corporate Games! If you'd like

to volunteer in any capacity with this month-long event, please drop me a line at Christy.madden@ventura.org. Remember, the County's participation in the Corporate Games is open to any County employee. Just like our successful awards program, these events don't work without lots and lots of volunteers. In the event you aren't familiar with the Games, please visit www.venturacorporategames.org for event descriptions, preliminary calendars and more.

In closing, I'd like to extend my warmest wishes to everyone for a happy, healthy holiday season and thank all of you who have made the Management Council and its programs such a resounding success. I look forward to next year's activities and hope you plan on joining us to reap the benefits this Council has to offer. ♦



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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.

P r o m o t i o n s a n d N e w H i r e s

Brian Palmer came to the County of Ventura from the City of Los Angeles, Library Department, where he worked for the past 21 years. He spent 10 years in the clerical field working the circulation desk at a local branch library, and in 1995 was promoted to Technical Support Manager where he managed the installation and support of all of the computer equipment in all 70 branch libraries.

Eventually, Brian began to manage large scale implementation projects. In his current position as Project Manager for ISD he is managing IT projects for the County Executive Office, Human Resources, Board of Supervisors, Clerk of the Board, Risk Management and Retirement. Brian holds a Bachelor's degree in Computer Information Systems from California State University, Los Angeles and will soon hold a Master's degree in Library Information Systems, specializing in System Design and Implementation, from San Jose State.

Steve Morgan was recently selected to be the Chief Deputy Director of GSA. His primary responsibilities include directing the Agency's Facilities and Materials Division. He comes to Ventura County after 28 years of service with the County of Los Angeles. The majority of those years have been in Facilities Management related fields associated with the maintenance and alteration of County facilities. The last 14 years were with the Sheriff's Department where he served as a Region Manager and Assistant Director of the Sheriff Department's Facilities Services Bureau. He has a Bachelors Degree from Long Beach State and an Associates Degree from El Camino College. He and his wife Sharon have called Ventura County and Moorpark home since 1978. They have raised four children while living in Ventura County and recently celebrated their 30th wedding anniversary.

Robert Beilin, PhD, has been promoted to the position of Supervisor of Mental Health Services for the Health Care Agency. He works for the Ventura Regional Conditional Release Program, where he is the Community Program Director. Dr. Beilin has worked as a County manager prior to this (1987-1990) when he was Director of the Family Court Services Division of the Superior Court. In between, he has been in private psychotherapy practice. He worked for three years as a therapist for the Conditional Release Program before his promotion.

Donna Morales has been working for the County of Ventura since March of 1993. She began her employment with the County of Ventura by working in the Human Services Agency and then had the opportunity to work for Public Works Agency, and the Department of Airports. She returned to work for the Human Services Agency in 2001 and currently works as Safety Officer for the Agency. Donna's current promotion allows for an out reach effort to Agency staff and other Agencies within and outside the County. Her promotion is very rewarding as she has the privilege of helping Agency staff in prevention.

Dan McClure is a new ISD Project Manager and Account Manager for HSA and AAA. Prior to joining ISD, Dan was a technology director and senior project manager in the private sector for such employers Unocal, Phillips Petroleum and ConocoPhillips. Dan has more than fifteen years of IT project management and team leadership experience as well as an MBA from Arizona State University. While in private industry, Dan traveled extensively. He is third generation native of Southern California and is very glad to be back home and close to family and

friends. Dan is also very excited to lend his skills to help HSA and AAA to help others.

Rebecca M. Willhite was hired as the new Administrative Officer II, for the Ventura County Probation Agency. She is responsible for managing the Human Resources functions for the Agency. Born and raised in Ventura, Rebecca returns after living in Oahu, Hawaii for the last 10 years. She was the Clinical Director for Ho'okupono, a private, non-profit mental health program in Hawaii. Rebecca has a masters degree in social work and her background is in mental health administration.

Kyriacos Kitsis has joined the Information Systems Department as Manager of Application Development assigned to the Probation Agency. Kyriacos has a 17-year successful career in Information Technology and Management Consulting. He was the Director of Global Applications at Sony and the Manager of Call Center IT at AirTouch Cellular. Kyriacos holds a B.S. from the University of Central Oklahoma, an M.B.A. from Pepperdine, and an Executive Management Program Certificate from the Anderson School of business at UCLA. He is married and has a 20 month-old baby girl and a second one is due to arrive in early December.

Derrick Stumpf is a Project Manager for the Information Systems Department. He is assigned as the Account Manager for the Assessor, Auditor-Controller, and Treasurer-Tax Collector. Prior to joining the County, Derrick managed software development and deployment while designing ERP solutions for a vendor that specialized in turnkey systems for manufacturing and distribution companies. He looks forward to delving into all things Property Tax. ♦

**MOST THANKLESS
(INVISIBLE) JOB:**

Awarded to that manager who, though mostly unnoticed and rarely acknowledged, goes about his daily responsibilities doing such an excellent job people can take it for granted. Such a person makes a valuable, perhaps even essential, contribution but his or her efforts are greatly undervalued and mostly ignored or take for granted.

Jim Penny

Jim Penny has the sort of job people only notice when something goes wrong. Since this happens so rarely thanks to Jim, he is largely unnoticed. Jim oversees the 240 county owned/leased facilities

and is responsible for their daily, preventative, and long term maintenance. With seven million square feet of stuff to take care of, a small staff, and budget constraints, his job is truly Herculean.

Fortunately, Jim and his team are up to the task – doing such an excellent job people take it for granted. Sewer line blockages get cleared, roofs get repaired, sinks get fixed, structural problems are addressed, and the list goes on and on. Mostly stuff gets maintained and doesn't break; mostly when it does break it gets fixed before anyone notices. This goes on everyday and no one knows who it is that does this unglamorous, at times disgusting, work. Jim Penny and his team are among the most overlooked and underappreciated folks in the County family.

A recent typical example was an odd set of events that lead to the bursting of some seals in the cooling unit above Courtroom 42. That and a degraded drain caused flooding in the courtroom. Naturally, this was on the weekend – and of course it was raining. Jim and his folks fixed it up by the end of the day, and the Courtroom was fine and ready for action on Monday morning. Probably no Thank You because no one even knew it happened!

It seems the better the job Jim does the fewer acknowledgements he gets. Let's rectify that a bit by loudly applauding Jim Penny for his receiving this year's Most Thankless Job (Invisible type!)

CONGRATULATIONS JIM ♦



Renee Wadsworth, Tom Wadsworth, John Nicoll, John Paul Nicoll, and Jackie Cohen



Virginia Randolph



Joyce Taylor, Betty Huff and Christy Madden



Chris Goodwin, Dan Goodwin, Barbara Hoskins, Larry Hoskins, Huiling Tanouye, and Susan Webb

2005 MANAGEMENT COUNCIL AWARDS PROGRAM THIS YEARS' AWARD WINNERS!

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.

Cyndie Cole

As Director of Nursing at VCMC, Cyndie Cole knows first hand that California is in the midst of the most severe nursing shortage in the State's history. Hospitals compete to attract, and perhaps more importantly retain, qualified registered nurses. Unlike many private hospitals, the county does not offer expensive hire-on bonuses or high salaries to lure and retain staff. Despite this, Cyndie has worked with her management staff to achieve one of the County's highest rates of successful recruitments, the lowest turnover rates, and the lowest use of cost-ly "outside" Registry nurses.

One good example was her recent championing of a partnership with Ventura College, to work with them in training and graduating home grown nurses! Nine county employees will graduate from the VC program this year, with a dozen or so each year thereafter. Besides providing new RNs for our hospital, this hospital-college partnership also benefits the individual county employees who take advantage of this chance to realize their dreams and train for a career as a care-based professional.

In her relatively brief time as Nursing Director, Cyndie has proven to be a Can Do leader, who both listens to her staff's ideas, views her management

staff as a team, and stubbornly storms through all obstacles to make things happen! The record low turnover rate testifies to her success and her employees regard for her innovative leadership.

Cyndie Cole has crafted a visionary, *exciting* nursing leadership team – one that has made VCMC a magnet for nursing retention and recruitment while many other hospitals flounder in the depths of the nursing shortage crisis.

CONGRATULATIONS CYNDIE

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.

Jackie Cohen

Jackie Cohen was a well deserved reputation of speaking truth to power, doing what's right rather than what's expedient, and of being a good shepherd to county assets.

As a manager in the County's self insurance Risk Management program, Jackie is responsible for handling millions of dollars in claims against the county every year. She must investigate each case, prepare a defense, and – most important of all – advise the Board of Supervisors on whether to settle or whether to go to trial. It takes little imagination to realize the huge pressure she is under due to the amount of money involved, the high work load, adversarial attorneys, impatient judges, and politics.

Luckily for Ventura County, Jackie always does her home work: basing her

advice on the facts and the best interests of the county taxpayers. She is willing to stand up to pressure from judges eager to clear court calendars by seeking settlements of cases Jackie believes the county will win. She consistently makes the hard call of when to go to trial, even though some cases are controversial and in every case you risk losing. Due to her healthy blend of competence and integrity, she resists the temptation to "get rid of claims" by throwing money at them. She consistently does the right thing, never the easy or safe thing.

Look up "Trustworthy" in the dictionary and you will find a picture of Jackie Cohen!

CONGRATULATIONS JACKIE

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.

Diana Casey

Diana Casey is recognized by her peers and her staff for her visionary approach to training and mentoring of health professionals. As manager of the Community Health Division of our Public Health Department, she has hired and mentored many public health nurses, supporting them in serving at risk families, teens, and children county-wide.

To expand opportunities for staff growth, Diana has established active partnerships with many community groups that serve the same client- *continues on pg 6*

tele. She has taken advantage of grant programs to foster similar team approaches with a number of government partners, including foster care, juvenile justice, Behavioral Health, and County Probation. In all cases, she supports nursing staff in taking on and succeeding in new roles. With her encouragement, many nurses have developed valuable and highly successful working relationships with judges, probation officers, social workers, and counselors, expanding both their experience and their effectiveness.

Besides mentoring, she helps create new mentors! She helped develop a new program at Cal State Channel Islands, which now offers an eight hour class for public health nurses which provides them a foundation for serving themselves as mentors to newly hired nurses and students. Due to its success, Diana will be soon expanding this class opportunity to include County Medical Center nurses as well.

Diana also strives to mentor in her spare time. She is a Nursing Instructor at two Cal State campuses, where she skillfully engages students in the art and science of nursing, helping inspire the next generation of nursing professionals.

Diana is a credit to the County and to her profession.

CONGRATULATIONS DIANA

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.

George Compton

As our county's Veterans Service Officer, George Compton is responsible for providing services to the 65,000 veterans who live here in Ventura County. His

office assists vets in the paperwork needed to apply for benefits available to them from federal, state, and local agencies.

In an effort to provide services to as many veterans as possible, George and his team have developed an aggressive outreach program. Most every week George and others can be found speaking to one or another of the many local Veterans and Service organizations. Outreach to county veterans is also provided via briefings and interviews offered on community television and radio broadcasts throughout the county, not to mention the weekly column that has run the Ventura County Star since 2002 to provide information and answer questions from veterans and their families.

Since forty percent of veterans are over 65 years old, George has recently established partnerships with county senior centers, to provide services conveniently onsite. A VA contract adult day health care center was recently set up in Oxnard.

Besides his exemplary service to our county veterans, George himself served our country with a 27 year career in the U.S Army. After successfully commanding soldiers in Alaska, Vietnam, Germany, Korea, and Panama, George retired with the rank of colonel.

George clearly is a man who cares about and is committed to the men and women he serves. George Compton deeply touches the lives of many unsung heroes who have served our county, by his exceptional and active Customer Service efforts on their behalf.

Please join us in honoring George Compton as this year's winner of the Superior Customer Service Award.

CONGRATULATIONS GEORGE



MOST THANKLESS (VISIBLE) JOB:

This is the most uncoveted award and goes to the manager whose contribution to the County while known, may be mostly unappreciated. The individual recognized in this category is constantly in the spotlight, essentially at the center of controversy.

Lyn Krieger

Lyn Krieger, our County Harbor Department Manager, is responsible for the Channel Islands Harbor, a highly valuable, extremely controversial, and acutely political county asset. She must assess opportunities, negotiate contracts, resolve disputes, and generally advise the Board of Supervisors about how the harbor can best be operated to benefit county residents and taxpayers. As can be imagined, a large number of private entrepreneurs, boat slip renters, business owners, environmentalists, neighbors, citizen activists, a host of other local, state and federal agencies, and, needless to say, elected officials have strong (and contradictory) opinions about what each believes is best for the harbor.

Lyn successfully takes in all of this input, and then consistently manages to recommend what is best for the public good in general and the harbor in particular.

Despite negative and often personal attacks by those who disagree with her, Lyn has maintained a positive outlook and unwavering commitment to doing what is best for the harbor as an asset all county residents can be proud of. Despite often hostile and even angry criticisms, Lyn has persevered in the development of new Boating Center, located to be eligible to both receive State funding and best serve boaters. Her calm and professional demeanor at Board hearings despite vocal and on occasion vicious attacks is a credit to her and her commitment to public service.

Many's the county employee who, on awakening each morning, has smiled, thinking "Well at least I'm not Lyn Krieger."

CONGRATULATIONS LYN *continues on pg 7*

2005 MANAGEMENT COUNCIL

(names from left to right)



Customer Service

George Compton (winner), Ray Gutierrez, Mike Whitcomb, Laura Hernandez, Ray Rangel, Phil Settem, James Woof, and David Stone



Mentoring

Diana Casey (winner), Susan O'Connell, Melissa Livingston, Michelle Romney, and (Linda Henderson not present)



Innovation

Tom Lagier, Dave Festerling, Huiling Tanouye, Laurie Flack, Victoria Jump, Cyndie Cole (winner), Susan Van Abel, Mark Lager, Curtis Updike, Paul Lorenz, and Rick Young



Christine and Jackie Cohen



Integrity

Jacalyn Cohen (winner), Pamela Grothe, Larry Hoskins, Paul Lorenz, John Nicoll, Tony Patton, and (Mercy Greico not present)



Good Government

Johnny Johnston with Carol Abella, Dennis Heitmann, and Jack Peveler (standing in for Lyn Krieger)

HOLIDAY PARTY PHOTOS



Extra! Extra!
*Valerie Sweatt, Linda Ragsdale, Sandra Chance ,
and Debi Veder*



Nearly 70 Years of Service Between
These Two!
Tony Patton and Tom Womack



Good Food!
Gail Robinson and Rev Robinson



Steve Solomon



Steve Bennett and Bob Roper



Thankless Job
*Jim Penny (winner – invisible type), Carol Abella (for Lyn Krieger
winner – visible type), Tom Lagier, Vanise Castillo-Saad, Jack Phillips,
Jane Nolan, and Mike Whitcomb*

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