

KALEIDOSCOPE

VENTURA MANAGEMENT COUNCIL COUNTY

Newsletter

Management Growth Thru Communication, Training and Personal Development

President's Message...by Christy Madden

*H*oliday Party!

I hope this newsletter finds you in good health and good spirits. Despite the dismal condition of the economy, we have much to be thankful for. Due in large part to the foresight of our Board of Supervisors and leadership from our current and former CEO, Ventura County is much better positioned than many other counties to weather the fiscal distress ahead of us. This doesn't mean that there won't be some pain and suffering, some belt tightening, and possible elimination of programs, but at least we aren't facing mandatory furloughs, massive layoffs, and reductions in benefits that some of our counterparts are experiencing. And furthermore, for the vast majority of

us we are blessed with family and friends with whom we fondly share this special time of year.

Speaking of spending time with friends and family, I certainly hope

Awards and Holiday party on Thursday December 11th

you are planning on joining us for the seventh annual Management Council Awards and Holiday party on Thursday December 11th at the beautiful and recently renovated Wedgewood in Ventura. The pre-eminent Council event each year, it's an opportunity to mingle with

your peers, catch up with friends from other agencies that you might not get to see everyday, and most importantly, celebrate the myriad of successes and accomplishments of our fellow members. In addition to the delicious appetizer buffet (that serves as an entire dinner for most), the return of the great music of the Glen Brook Trio, and the no host bar, we'll spend time acknowledging our nominees and winners in this year's awards program.

In addition to the Council's five award categories – Integrity, Best Kept Secret, Innovation, Mentoring and Superior Customer Service, our new CEO will continue the tradition and will bestow the "Good Government Award" on an individual of her choosing – you won't want to miss out on a minute of this exciting event!!

While you're there, please take a

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Management Council Board of Directors

Board Officers

Christy Madden, *President* CEO
 Roberta Rodriguez, *Vice-Pres* ... Clerk of the Board
 Don Hansen, *Treasurer* Treasurer
 Gail Robinson, *Historian* BOS

Executive Committee Members

Bob Roper Fire
 Mike Powers HCA
 Todd Mc Namee Airports

Board Members

Dennis Scamardo GSA
 Betty Huff RMA
 Marty Robinson, *Ex-Officio* CEO
 Larry Kennedy HSA
 Chris Cooper Public Works Agency
 Mark Varela Probation

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 Christy Madden Editor

2008 MANAGEMENT COUNCIL AWARDS PROGRAM CATEGORIES

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.

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.

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.

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.

BEST KEPT SECRET:

Awarded to a person whose contribution to the County and the community is uniquely ignored, unknown, and/or unappreciated. Such a person makes a valuable, perhaps even essential, contribution, but his or her efforts are greatly undervalued or taken for granted. Nominees for this award deserve to be recognized and acknowledged.



Nominees

2008 Management Council Awards Program

The following individuals have been nominated by their peers for awards in the seventh annual awards program. As you can see from the brief descriptions, there are many deserving individuals – you'll have to attend the holiday party to find out who is selected from this distinguished and deserving list of people!

Best Kept Secret

Jim O'Tousa is an outstanding geologist and manager who has helped County Counsel, the Fire Department, Sheriff's Department, Public Works Agency, Resource Management Agency, Risk Management, the CEO's office, and the Ventura County Resource Conservation District strategize and solve major issues related to geologic issues and hazards.

Dr. John Schipper is a careful, clinically accurate, dedicated, and caring manager in the Behavioral Health Department who seeks the best possible lives for those he encounters – even if those decisions are unpopular.

Patty McWaters, the County's Work-Life Coordinator in the CEO's office, is a tireless employee that is largely unseen, but whose efforts profoundly impact those she supports. She truly makes a positive impact assisting others in need of support in areas where resources are scarce.

Renee Artman and Michael Parigian in the Sheriff's Forensic Laboratory, had to herd cats (forensic scientists) for over a year in order to obtain ISO accreditations for the County's forensic lab. By their

nature, forensic scientists have to be strong willed, independent individuals who hold views that they can support by argument. Renee Artman and Michael Parigian have had to exert a balance of compromise and strong decision making in order to achieve the ISO Accreditations.

Michelle Baylis, Communications Training Manager in the Sheriff's Department, is the ultimate self-starter, who consistently makes the extra effort to ensure that the Sheriff's dispatchers receive the best training possible and are capable of not just meeting, but exceeding, the expectations of the public when they dial 9-1-1.

Debra Carrington, Manager of Fiscal/Admin Services in the Public Defender's office, works tirelessly behind the scenes to ensure that the office runs efficiently, effectively and harmoniously. In an office dominated by stressed out lawyers, harried investigators and over-worked legal assistants, she manages everyone in a calm, professional and reassuring manner. Debbie is like a PEARL from the ocean...rare to find, but when found, so precious and so valuable.

Mentoring

Kelly Shirk, formerly with the Sheriff's Department and now with the CEO, encompasses all that it is to be a strong female role model. She encourages people, congratulates them, and inspires them to be all they can be.

Dee Pupa's caring approach to mentoring her staff and assisting others in the Health Care Agency to ensure they understand their responsibilities and how their work integrates with the whole department endears her staff to work that extra mile for her.

Mike Powers, Director of the Health Care Agency, has a vision that is endless and helps his staff to set their sights as high as they want. Health care is fraught with challenges; having someone like Mr. Powers believe in you allows one to feel a limitless ability to "do anything."

Satya Kara, Engineering Manager for Operations and Maintenance in the Public Works Agency, is consistently available to teach, advise, direct, encourage, listen, while still accomplishing his own significant responsibilities and work load.

Teresa Cole's humor, passion and hard work as Behavioral Health Manager illuminates the Youth and Family Division and offers a true lesson in commitment to serving children and families who struggle in our County.

Jim Dembowski, Program Management Analyst in the Industrial Relations Division of the CEO's office, will respond to a question, no matter how busy he is. Jim takes time to help others and provide more than enough information. He also lends himself as a good listener and provides professional guidance to newer County employees.

Superior Customer Service

Marina Porche, Assistant County Counsel, responds eagerly to her customers' needs for legal opinion and ensures that both her customer and the County have the legal information needed to make good public policy decisions.

Linda Catherine Le, Program Management Analyst in the CEO's office, approaches every project she is assigned with the same level of enthusiasm and commitment to do the absolute best job that she can and the results always show her consistent and extraordinary efforts to make County government the best it can be.

Jim Franks, Accounting Officer IV in the CEO's office, is the quiet one in the back of the room that does the hard work, but takes none of the credit for a job well done. Jim is a devoted County employee, and on a daily basis brings integrity, accuracy and superior customer service to the workplace, and does so with grace and dignity.

Renee Artman has been the leader of the Sheriff's Forensic Sciences Laboratory for 12 years and is the driving force behind the achievements of the lab, including becoming the first crime lab in the world to achieve accreditation for its Breath Alcohol Calibrations program through the American Society of Crime Laboratory Directors /Laboratory Accreditation Board (ASCLD/LAB).

Anitha Balan, Engineering Manager II in the Transportation Section of PWA, is a dedicated long-standing County employee who performs at a very high level of effi-

ciency and thoroughness, thinking through all issues carefully before making her final decisions. She does not hesitate to take on new, complicated or difficult tasks, outside of normal expectations, when such projects arise. And she delivers!

Integrity

Chuck Pode, Deputy Executive Officer for Risk Management in the CEO's office, is a non-judgemental person that always makes sure that everyone in and out of the County family is treated with courtsey and professionalism.

Jennie Pitman, Administrative Services Manager in the Human Services Agency, holds integrity to the extent that she behaves according to the values, beliefs and principles she holds, on a daily basis and with whomever she comes in contact with.

Dr. Robert Gonzalez, medical director at the Health Care Agency, is a highly competent man with integrity in business and medicine. He is highly respected at all levels of the organization because he chooses to do the right thing rather than take the politically correct path.

Andrew Kish, Fiscal Manager IV in the Sherriff's Department, is respected for his competency, dependability and dedication to his responsibilities, his flexibility to change, his loyalty to both the Sheriff and County, his sense of caring for those he works with; in a word, his steadfastness.

Rebecca Arnold, Deputy Director in GSA, is courteous, knowledgeable and totally professional, doing more than anyone else in GSA to uphold the public trust! When the right answer to a tough question is

needed, people know they will get it from Rebecca.

Danita Crombach, Communications Manager in the Sheriff's Department, can be counted on to communicate all facts about a situation and present the unedited truth in an appropriate manner to customers, co-workers, in written reports and in conversations with her superiors. She takes full responsibility for any mistakes and sets a strong example of how to be honest and direct in even the toughest of times.

Innovation

Christina Thelst, Chief Operating Officer for Santa Paula Hospital, is always open to new ideas, and ways to meet the needs of our community. She will lead the charge, and do whatever is required to make it work, as she did in seeking out the needs of the local agricultural community relating to their health care.

Jess Lemos, Public Works Superintendent for Road Maintenance, constantly uses his considerable talent and energy to serve his County and community extraordinarily well, often going beyond the obvious or standard method of design and repair to provide a genuine and tangible improvement to the road system, always considering price and the safety and well being of his staff, and the general public.

Yolanda Mordue, Insurance Services Coordinator for HCA, has the creativity and drive to discover new approaches and will continue to help the Health Care Agency maximize its impact on the health of the community with little or no additional costs.

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moment to welcome our three newest members of the Board of Directors. They include Chris Cooper of the Public Works Agency, and Mark Varela of the Probation office. Please join me in welcoming them to the Board.

In closing, I'd like to remind everyone that it isn't too early to start thinking about the 2009 Corporate Games. Once we've recovered from the sugar rush of the holidays, it will be time to get

together and solidify our strategy for taking the perpetual trophy away from our Division A rival, Amgen. We were ever so close in 2008; I firmly believe (as do many others) that 2009 will be the year. So look for an announcement in early January where you can get involved – as an event coordinator or a representative for your agency. We're making a concerted effort to reach out to **every County employee** to participate in the upcoming Games so we're going to need lots of vol-

unteers. It isn't easy work, but it's tremendously rewarding – just ask those who return year after year.

I hope to see you at the Holiday Party, but if you can't make it then perhaps you'll respond to our invitation to help out with the Corporate Games. In any event, on behalf of the Management Council Board of Directors, we'd like to wish you all a happy and healthy holiday as we prepare to usher in a new and exciting year. ●

First State of the County

With Marty Robinson, CEO

It was standing room only for the first State of the County with our new CEO, Marty Robinson. In addition to hearing some pearls of wisdom from our bright, talented and visionary leader, she shared the goals and objectives for her tenure as outlined by the Board of Supervisors. As might be expected, they include continued emphasis on fiscal stability, public trust, and enhanced government efficiency.

Key members of her staff shared information regarding the fiscal challenges that lay ahead; factors impacting

us through no fault of our own. These include the sluggish economy, mortgage meltdown, financial despair in Sacramento, and the nation's involvement in two wars and a looming recession that continue to drain resources that might otherwise find their way to the County's budget. We also heard about the County's new initiative in service excellence and process improvement.

The Management Council strives to have these events quarterly, so look for another event early next year. ●

What's on Tap for 2009?

Stay tuned for the following events in 2009:

Member's BBQ at Freedom Park

Welcome Reception for Supervisor Zaragoza

Paddleboat Cruise in Channel Islands Harbor

Presentation and discussion with Dan Walters, Political Columnist for the Sacramento Bee
Brown Bag events – first Wednesday of each month in the Pacific Conference Room at 11:30 a.m.

Quarterly State of the County events with our CEO

Book Club – log on to www.vcmanagementcouncil.org for more information

Sponsorship of the 2009 Corporate Games

Training and education opportunities

And much more!



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. <http://www.vcmanagementcouncil.org>