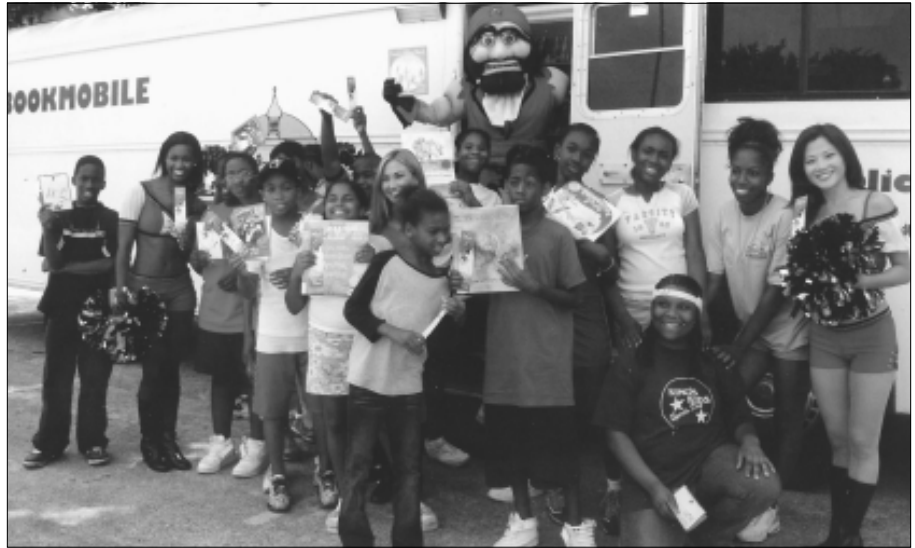


## Go, Books!

Special guests scored a touchdown with youth at the Progress Village Recreation Center in June as Captain Fear the Buccaneer and Tampa Bay Buccaneer cheerleaders helped kick off the library's bi-annual bookmark program.

The "Make Reading Your Goal" program is designed to encourage kids to check out books and attend programs at their public library this summer by giving them bookmarks featuring Buccaneer Derrick Brooks. The Glazer Family Foundation is providing 100,000 of the bookmarks to libraries throughout Hillsborough, Pinellas, and five other counties.

Progress Village is the site of one of five e-libraries located in Parks & Recreation Centers throughout the county. E-libraries help bridge the gap for residents who don't have easy access to either a library or to a computer. As an added service, the bookmobile also visits the sites.



**Top:** Captain Fear the Buccaneer and three of the Tampa Bay Buccaneer cheerleaders greet kids in front of the bookmobile at the kick-off of the library system's bi-annual bookmark program. **Left:** Cheerleaders Tomoko Kojima, left, Dawnyale Foster, and Jen Summers sign autographs for young fans.

### Courier Turns In His Car Keys

Everyone smiles when they talk about Marshall Golden.

*"I don't think anybody has ever had a complaint against him," said Sandra Charbonier, director of the Citizen Action Center, the department that Golden works out of as a courier.*

*"No one is more helpful than Marshall," said Lennox Cooke, aide to Commission Chair Tom Scott. "He's always quick to jump in and lend a hand. He says, 'No problem. I'll take care of it.'" Cooke has*

**(See HOME, Page 5)**

### New Campaign Requires Team Effort

Thousands of Hillsborough County property owners soon will be deluged with information about flood hazard areas.

Using new technology to update flood insurance rate maps last created in 1980, the county's Hazard Mitigation staff will be notifying an estimated 22,000 property owners that their land now is located in the floodplain, which means they will need to cover flood insurance if their mortgage is held by a lender that is federally insured or regulated. The maps cover 17 areas of the county, with each area being updated as a section of the study is completed.

Although the target for having "offi-

cial" maps ready to use is late in 2004, the public needs to understand the process and how it affects them. Reaching them will involve direct mail pieces, more than a dozen information meetings, special sessions in libraries across the county, brochures, and a special website.

Getting the information out will be a team effort. The Communications Department is putting together a comprehensive campaign. Joe Stines, library director, enthusiastically has agreed to have his staff attend special training classes so they can help the public access the GIS - map - sections of the

**(See FLOOD, Page 4)**

## Strategic Plan Guides Through Simple Goals

Mission statements are good things for organizations to have, and now Hillsborough County also has a strategic plan that shows where we're going with that mission.

"The strategic plan is a management tool to provide direction. I think it's a great thing," said Heathcliff Beach, strategic planning manager, whose job is to be a focal point for the administration and to help guide everyone.

Beach explained that each department is to develop its own strategic plan by Oct. 31. Or they can take their current plan and realign it with the overall strategic plan, which is one of the seven categories in the Performance Excellence Program.

"Tasks are supposed to be developed

through give and take between management and employees," Beach said. "Not only will employees see where they fit in, but they'll also see how they contribute."

Each department will have, at a minimum, four measurable strategies assigned by the Executive Team to incorporate into its plan.

As each department develops a plan, in theory, every employee will have at least one task. Beach said that may be something they're already doing.

The strategic plan isn't written in stone. It's a five-year plan that can be updated as needed, and the goals are simple: insure that Hillsborough County is financially strong; improve the economic well being of our citizens; part-

## Shelter Officially Deemed Top Quality

The staff at Haven W. Poe Runaway Service Center celebrated with a cake and a ceremony in June after achieving "Deemed Status" this year from the Florida Department of Juvenile Justice Quality Assurance.

Each year, the center's policies, procedures and practices are thoroughly inspected and audited by a three- to four-person team. Although the scores have increased steadily over the years, this is the first year the shelter has received the top quality assurance score.

"The staff is rightfully proud of this achievement as it is validation of something they have known all along," said Bill Hogan, shelter manager. "We take excellent care of the children and families who come to us for help. We take pride in the quality of our work, and consistently have been getting better at what we do. It is nice to now have the certificate to prove it."

In June, the shelter processed the 14,000th client since the new building opened in 1992. Services for runaway children and their families include counseling to reunite families and prevent runaway behavior, as well as short-term residential shelter.

## A Drop Here, A Gallon There...

The rainy season definitely is here, but that doesn't mean the need to conserve water has evaporated.

Watering restrictions remain in place in Hillsborough County and in many locations throughout the state. Despite near normal rainfall levels for the year, the Floridan Aquifer, the source of ground water for Hillsborough County Water Department customers, is still recovering from an extended period of drought.

Continuing its strong message of conservation, the Hillsborough County Water Department began a new rate structure on June 1.

Customers who save water also can save money under the new structure, which offers a lower rate per thousand gallons to customers who use less than 8,000 gallons of water per month. An estimated that 70 percent of the Water Department's 100,000 plus residential customers will realize a savings on their water bills, while 30 percent will see an increase.

The Water Department urges customers and all residents of the county to follow outdoor watering restrictions and to do their part to save every drop.

Hillsborough County's restrictions

### Hillsborough County's Mission Statement

The mission of Hillsborough County government is to provide effective, quality service at a reasonable cost with courtesy, integrity, and accountability in a manner which protects and enhances the quality of life of our diverse population.

ner with citizens and neighborhoods to develop community-oriented governance; build a high-performance, diverse professional organization; ensure quality services to communities; improve transportation; effectively manage our water supply; and manage growth.

### WATERING RESTRICTIONS

for Hillsborough County Water Customers

#### Mondays

- Addresses ending in 0 or 1

#### Tuesdays

- Addresses ending in 2 or 3

#### Wednesdays

- Addresses ending in 4 or 5

#### Thursdays

- Addresses ending 6 or 7

#### Fridays

- Addresses ending in 8 or 9
- Locations with no address
- Locations with mixed addresses

#### Saturdays & Sundays

- No watering allowed.



Water before 8 a.m. or after 6 p.m., once on your assigned day.

#### For more information:

Call 275-7094 or go online at: [www.hillsboroughcounty.org](http://www.hillsboroughcounty.org), click on "W" in the A-Z Index, then on Water Restrictions.

## GOOD NEWS ———

### LETTERS

The staff of the Riverside Senior Center received a letter of appreciation from Donna Hallswell for the care given to her grandmother who has Alzheimer's. "**Lori Radice and her wonderful staff** have given her a reason to look forward to each day. They treat her and all the other people at the center not as clients, but like their own family."

Ashford Oaks resident Robert Webb wrote to Daryl Smith, director of Solid Waste, "Thank you for the actions taken to resolve my concerns over the model airplane noise. I would like to convey my appreciation of **Patricia Berry and Al Munger's** involvement. They are very professional and effective in their representation of your department."

Linda Vaughn wrote to say what a good job **Cheryl Stukes** (clerk in the Purchasing Department) did when Vaughn called to check on a proposal. "I first spoke with **Valerie (Warren)** who quickly got me to Cheryl. Both ladies were very pleasant and helpful in answering my questions!"

**Ron Ziegler**, Human Resources, received a letter from Dick Wheeler who retired from the county's Purchasing Department last December. "The purpose of this letter is to acknowledge the excellent assistance and guidance that I received from you during the retirement process...your assistance was invaluable and without hitch."

Gene Best wrote to praise **Shelley Blood** of Neighborhood Services for the help she gave him in "extremely short notice for a Special Use Permit Hearing. Not only did she provide immediate assistance by conducting the detailed research to confirm the notifications, but she also made the extra effort to personally contact me at the hearing to ensure all the details were in order. She marks herself as one of those true public servants who understands her rea-

son for existence - expert, timely, cheerful, professional service to the people of Hillsborough County."

**Peter Brett**, manger of Traffic Operations received a note from Gibsonton resident Douglyn Davis saying employee **Tiffany Grint** was "most helpful during an emergency...she was kind, considerate, and very professional. I know you must be pleased to have her on your staff."

Susan Dietrick wrote to praise **Victor Romero** of the County's Survey Division, who helped her find an aerial map even though she failed to bring the address. "The words that come to mind are patient, knowledgeable, and caring. Not only did Mr. Romero help me locate the site, he also made many adjustments until I was 100 percent satisfied. What impressed me most is he never made me feel as though I was interfering or upsetting his normal workday, which I know I was."

**Rebecca McGuire**, an engineer with Parks & Recreation, received the following e-mail from Dave Cooley, a member of The Alafia River Watch: My hat is off to you and your folks. What a fine job they have done at the Riverview Ramp. I have never seen the Civic Center look so good. I am sure that everyone will be pleasantly surprised Saturday morning.

Sheriff Cal Henderson wrote to **Jose DePinho**, Communication's special events coordinator, "Thank you for all the help you gave this office as we prepared for our annual Memorial Service. You helped make it a very special evening, and I appreciate your working with us."

Nancy Kamm, president of Van Dyke Farms Homeowners Association, wrote to "commend the Water Department for the excellent job done in our community during the entire process of obtaining residential-use reclaimed water. There are three people in particular who should be recognized for the profes-

sional manner with which they dealt with the homeowners in Van Dyke Farms. **Troy MacDonald, Randy Sears and Abe Maidani** worked diligently to answer questions thoroughly and made the extra effort to satisfy every concern – sometimes actually meeting with individual homeowners."

"**Shirley Saxson**, you are the best," wrote Gibsonton residents Christine and Robert O'Hagin after speed bumps were installed on their street. "We and the community want to express our sincere thanks to you and all your hard work in making this possible." Saxson also received "thanks" from Forest Hills Drive resident Michael Zavosky. "I appreciate the very efficient manner in which this process (speed humps) has been conducted, and I am especially grateful for the time and patience granted to me by Shirley Saxson." Susan Weddle wrote to thank both Saxson and **Wayne Kirby** of Public Works Traffic Engineering for their help with speed bumps, "Thank you for your assistance and providing the direction to help us meet our goal. Your support and guidance meant a lot to me." And Carol Guthrie wrote, "Shirley needs to be recognized for the hard work she does. She is very professional in the way she handles things."

**Jorge Guillermo** (Public Works) received a note of appreciation from Lake Carroll Way resident John Jackson. "I was impressed with the efficient manner in which Mr. Guillermo got the contractor to respond and repair the (sprinkler) system. Many thanks to all responsible and special thanks to Jorge Guillermo for a job well done."

Lake Magdalene area resident James Hall wrote to thank **Don Heisserer and his team** and **Tommy Denton** of the Public Works Department for a county cleanup around the lake and a canal. "I want you to know that I, and other residents bordering the canal and affected by the cleanup, are appreciative of the way this project has been handled...we are pleased that the work conducted also preserved or enhanced esthetic values."

# HIPAA HURRAH! We Met The Requirements!



Thanks to a massive team effort, Hillsborough County staff has complied with more than a dozen essential requirements of HIPAA – the Health Insurance Portability and Accountability Act – and we did it by the deadline of April 14.

The act protects the privacy of certain medical information, provides the ability to find out about releases of information, and, in certain instances, allows you to restrict how that information is used.

Requirements included deciding which departments are covered by the act — Aging Services, Health & Social Services, Human Resources and Fire Rescue – and giving them special training. The County also looked at how we currently handle privacy and security of health records and how we need to handle them; writing policies and procedures; distributing a notice of privacy policy; and a number of other organizational matters.

Having everyone trained with general information about HIPAA was a challenge. More than 5,300 had to take the test either online or written if they didn't have access to a computer. By April 14, nearly 1,000 had completed the written test and more than 4,250 had taken it online. By the middle of June, only 100 employees have yet to take the general test.

The Communications Department and ITS worked together to distribute to employees nearly 5,000 buttons announcing “HIPAA HURRAH! I PASSED THE TEST!”

More than 66,000 brochures in English and 25,000 in Spanish explaining the county's privacy practices were designed, printed and distributed, the majority of them mailed directly along with cover letters to clients.

And, although the initial effort was immense, HIPAA is an ongoing project. New clients have to be given the privacy practices brochure, and staff handling private health information have to follow stringent requirements to keep that information private. Those requirements will mean changes in the way they operate, such as keeping fax machines in private areas and password-protecting data bases.

## FLOOD

From Page 1

special website. Sandra Charbonier, director of the Citizen Action Center, has volunteered her staff to act as the local “flood plain hotline,” directing people to the various sources of information and to the Federal Emergency Management Agency for technical advice.

A coalition of stakeholders has been meeting for a couple of months to work out an information campaign for individual property owners and businesses that will be directly impacted by the new maps. The coalition includes representatives from the county's Citizen Advisory Committee, the insurance industry, real estate brokers, builders, lenders, engineers, surveyors, and various county departments.

Everyone can expect to hear more about this project by August.

## BRIEFS

### Insurance Note

Open enrollment will be Aug. 4 through Aug. 29 for the health insurance three-month extension. Employees can join, make changes, terminations, or add a new enrollee. All changes or additions will be effective Oct. 1. Coverage will extend until Dec. 31.

Be sure to check July's Ben-e-Bits for a schedule of briefings. Notice will also be posted on COIN & Groupwise.

### Invasive Volunteers Needed

The Invasive Species Task Force holds meetings each month. Volunteers are encouraged to attend. People may also nominate sites that might be considered for invasive plant removal work days at these meeting.

Please contact Rene Brown at 671-7754 for additional information.

### Titanic Volunteers Needed

MOSI needs approximately 400 volunteers to staff and support exhibits for the upcoming blockbuster “Titanic: The Artifact Exhibit,” that runs from Oct. 4 through Spring 2004.

Volunteers are needed in the following categories: docents, event management, guest relations, science store, speakers bureau, and

visitor services. For descriptions of these categories please call 987-6322.

Volunteers should be at least 16 years of age and will attend orientation and training sessions.

For more information, call 987-6000, or visit [www.mosi.org](http://www.mosi.org).



**This is your invitation to the  
2003 Employee Rally**

**August 14, 8:30 a.m.**

**Tampa Bay Performing Arts Center,  
Louise Lykes Ferguson Hall**

## HOME

From Page 1

known Marshall for 14 years.

"He has become a special friend and will be greatly missed," said Commissioner Jan Platt, who has been acquainted with him since she became a County Commissioner 23 years ago. "Marshall exemplifies what public service is all about. He will do the most menial tasks with a smile on his face."

Former County Commissioner Joe Chillura, who served from 1990 to 1998, said, "There are two people I've met in government who fall into the category of outstanding public servants, and Marshall definitely is one of them. He probably is one of the most accommodating and nicest people I know."

Commissioner Ronda Storms, who needed special deliveries when she had to work from home, said, "Marshall holds a special place in my heart, especially since he worked so closely with me when I was on maternity bed rest. He deserves all the wonderful blessings retirement brings."

The accolades are offered because, after spending his entire 27-year career with Hillsborough County driving around delivering documents, Marshall is retiring in June. He was hired in 1986 as a Special Funded Skilled Temporary Employee. Obviously the "temporary" part didn't apply for long.

The 71 year old has worked under six county administrators, beginning with Norman Hickey, who left shortly after Marshall quit his job as a longshoreman and began public service.

When Marshall joined the county, there were only five commissioners, and he shared their county-owned cars with them. When the commission expanded to seven, commissioners started driv-

ing their own vehicles, so Marshall had to borrow cars from various departments.

"Some departments would hide the keys," Marshall said. "So Miss Mary (Vaigneur, the Sr. Administrative Assistant to the Public Works Division Director) called Fleet and told them that I needed my own car. It was a 1985 LTD that Rodney Colson (a former commissioner) used to drive."

On the road all day and some nights, Marshall said he was glad when fax machines became popular because they lightened his job. Even at that, he was always busy, always on call, and, one time, in danger.

"I had a delivery to Roger Stewart's house (former director of the Environmental Protection Commission), and I got there at midnight. It was way out in the boondocks," Marshall said with a grin. "The babysitter thought I was a burglar and got out the rifle, but she didn't know how to shoot it, so she called the sheriff.

**Marshall Golden County Courier** "When I called Mr. Stewart the

next day to tell him I left papers in his mailbox, he told me how lucky I was because the babysitter couldn't use the rifle. The sheriff had sent a bunch of deputies out, but I guess I went out a different way than they came in."

When Marshall can't find an address, he said he goes to the nearest fire station or Pizza Hut. "They're good. Just ask about an address, and they'll tell you."

Recently he enlisted the aid of Pizza Hut to find Commissioner Ken Hagan's house in New Tampa. "I drove around, and when I couldn't find it, I stopped at Pizza Hut, and the delivery guy took me to the right address and then



**Marshall Golden has covered Hillsborough County delivering documents.**

punched the code in the subdivision gate to let me in."

Marshall is proud of never having brought back a piece of mail, and he said he's never had a problem with people, although one time a man called the county to complain about his having blocked a parking meter while he ran in to deliver documents. "Mr. Mike (Foerster, director of Communications) just said, 'That Marshall Golden is always on the run. He's always trying to beat time.'"

And now, in retirement, he will have time to enjoy his family – 12 children, 23 grandchildren, and two great grandchildren. Traveling is in Marshall's future. He plans to visit family in other states, and to attend church conventions, which he said he loves. He is the financial director and trustee at his church in Carver City. Maintaining his longshoreman ties, he has been on the board of Tampa Park Apartments (for longshoremen) for 31 years.

Would he come to work for Hillsborough County again if he could start over? Absolutely. "The good Lord just sent me here," he said simply.

“The good Lord just sent me here..”

**For answers to all your questions about government services**

**272-5900**

Hillsborough Information Line

## CLASSIFIED

### MERCHANDISE

MICROWAVE oven, 1984 JC Penney. Looks new. \$25. Call Terri, 677-5656, or cell: 220-5656.

iMac G3 Graphite computer, G3 processor, 600 mhz, 250 meg RAM, 40 MB hd CD RW, updated MAC OS X op. sys. \$600. Call 863-646-0143.

MATTRESS & box springs, king-size Serta Perfect Sleeper. \$150. Call 969-3454 evenings.

LIVING room set. Sofa, loveseat, tables, picture. \$600. Call 239-2118 or 727-1779.

MAPLE table, chairs, hutch. 1950's. Haywood Wakefield/Duxberry style solid light wood. \$250 OBO. Page at: 214-5718.

DINING table & 6 chairs. Used twice for Thanksgiving. Redecorating. View at: <http://www.wilkc.com/Images/table2.jpg>. \$500. Call 818-7763.

LIVING room set, 3 pcs, black leather, \$1,500; glass & black dining set, \$300; weight bench & weights, \$100; bdrm set, \$300; patio table, 4 chairs, \$100. Call 935-1365.

LEATHER love seat & couch w/ 2 recliners attached. Dark green. \$675. Call 920-1007.

TRENCH/RAIN coat, Men's Ig. London Fog. Tan, zip liner. Complete. Make offer. Call Jason, 908-0843.

TIMER, Rainbird 18-zone commercial irrigation. Stored for 16 years. Make offer. Call 469 0111.

PIANO, upright. \$700 OBO. Call 962-8574.

SIGN, Sammy Sosa' street sign, 3 1/2 ft. Rust proof. Cork free. \$50 OBO. Call 832-6117 morn. or wknds.

'99 SCHWINN mountain w/ extras. Rode 20 miles. \$100. bike. Call 621-2845.

HEAT press for applying transfers to t-shirts, mouse pads, etc. 16"X20" \$400. Call 933-7104.

### AUTOMOTIVE

'98 FORD Ranger Super Cab XLT. 5 spd, V6, pw, pl, ac, cruise, tilt. Full bed liner. \$8,500. Call Larry, 737-2522 or 760-6868.

'93 VOLVO 960 wagon. Black w/ tan leather, pw, pl, ps. Climate control. Seats 7. \$4,400 OBO. Call Troy, 625-8912.

'00 VW Super Beatle. GLS turbo, 5 spd manual. Sunroof, bike/ski rack. 15,500 miles. \$13,900 OBO. Call 310-6681.

'92 TOYOTA pick-up. 4 cyl. 5 spd, ac, cd plyr, bedliner, toolbox. Low miles. \$3,900 OBO. Call Mark, 622-8435, lv msg.

'03 MAZDA B3000 pickup. V6, 4 dr ext. cab. Alarm, cd, cruise, auto. Extended warranty. 1,700 miles. \$17,500. Call Sharon, 980-1930, lv msg.

'90 PLYMOUTH Voyager. 135K miles. Ps, pb, auto. Many new parts. 3rd row seats. \$800 OBO. Call Jason, 908-0843.

'96 FORD Explorer XLT. 130k miles, 6-cartridge CD plyr. \$4,800. Call 835-0571.

NISSAN Altima accessories for '92 to '02, racing rims, mounted & balanced tires, LaBra, car cover, hitch. Fits '92-'02. \$650 for all. 892-4734.

'97 TOYOTA Tacoma. 1 owner. 4 cyl. 77K miles. Tool box. \$5,900 OBO. Call 926-0045.

'01 FORD Ranger XLT. Ext. cab, auto, AC, CD. New tires. 42K miles. \$14,700. Call 685-3045 or 657-0584.

BRA, Wolf car bra fits '99-'02 Honda Accord. 2 piece w/carry bag & car cover. \$20. Call 621-2845.

'99 ECLIPSE. Loaded. Pwr sun/moon roof. Leather. 20K miles. \$12,995 OBO. Call 933-7104.

### REAL ESTATE FOR SALE

LAND w/undergrnd spring. 12.1 acres. \$10,000/acre. Stream & lake. In Spring Lake, Hernando County. Adjacent to I-75. Call 477-7433.

BROOKSVILLE, 2.5 acres. Quiet, upscale subd. Heavily treed. \$48,500 OBO. May trade for saltwater access lot. Call Roger, 918-5772.

OAK CREST in Bloomingdale. 3/2.5/2. 2-story ceilings. Wood floors. Screened lanai. Mature trees. \$137,900. Call 817-9735, lv msg.

SALE OR TRADE, 5-star time-share for camper/travel trailer. N. Redington Beach. 2/2. Last week of July. \$7,500 OBO. Call 863-648-2962.

BLOOMINGDALE, Osprey Run townhome. 2/2 1/2. Wood floors, 12X20 lanai. Close to I-75. Call 623-5894.

TOWNHOUSE, Himes Ave., 5 mins. from RJ Stadium. 3/2 1/2. Call for appt, 935-1365.

TENNESSEE, 5 acres for \$35,000 or 10 acres w/creek, spring for \$70,000. Call 933-7104.

TEMPLE TERRACE, newly renovated 3/2 w/1 car garage. New AC. Tiled, screened patio, pond. \$105,000. Call 948-0582.

TENNESSEE, near Knoxville, on lake. A-frame, 3/2, 2,500 sf, full basement, garage. Stone fireplace, 2 decks. \$169,000. Call 681-6776.

### MISCELLANEOUS

OUTBOARD motor, Mercury 7.5 hp w/gas tank & manual. \$595. Call 748-9447.

'00 HARLEY Davidson, Ultra Classic. Loaded. Helmut, head-set. \$18,000. Call 689-9363 evngs.

'01 YAMAHA GP1200R watercraft w/trlr. Original owner. 60 hrs. \$6,300 OBO. 810-0397.

'84 MOTOR HOME, 25 ft. Chevy C350. V8, auto, roof AC, king bed. Rebuilt trans & drive shaft. 84K miles. \$9,995. Call 234-4567.

MOTOR mount for a canoe (side). \$75. Call 469 0111.

'89 BOAT, 18 ft. Well Craft center console w/200 hp Evinrude, alum/ trlr. Rebuilt in '02. Fish/depth finder, CB radio, stereo. \$4,600 OBO. Call 831-5353.

CANOE w/paddles, life jackets. \$275. Call 933-7104.

### WANTED

CARPOOLER in the Brandon/Valrico area. Park in County Center, must have 3 carpoolers. Live near Bell Shoals & Bloomingdale. Work 7:30 a.m. to 4:30 p.m. Call Barbara, 684-8246 evenings.

**TOO MANY ANIMALS  
TOO FEW HOMES.  
SPAY OR NEUTER YOUR PETS!**



Hillsborough  
County  
NEWSLINE

**A monthly newsletter published  
by the Communications Department  
for Hillsborough County employees.**

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