



Happy Thanksgiving!

Vol. XX, No. 2

November 2004

## Help Is On the Way!

Did you know that tucked away on the 13<sup>th</sup> Floor of the County Center is a busy hub of customer relations for county government? This section, the Citizen Action Center, handles everything from thousands of general county questions phoned or e-mailed in by residents, to dispatching emergency water repairs, to providing expert referral for residents to local non-profit social service agencies.

The Citizen Action Center, a section of the Communications Department, has been in existence since 1986, when it was formed by joining two other sections that had been operating since the 1970s. Today it has 15 full-time employees, who help man phones, communicate with local social organizations, and produce several reference guides.

One of the better known services of the Citizen Action Center is its Help Line, which is now being called the Hillsborough County InfoLine. In the last year, more than 100,000 calls were made to this line. This popular service, which you can call at 272-5900, is now available from 7 a.m.-11 p.m. seven days a week. It is staffed by employees who can answer questions and handle complaints about county government services, refer residents to lo-

cal non-profit social service organizations and other government agencies, and assist other departments by providing specialized phone bank service. This specialized phone bank service has been available on such widely varying issues as the animal ordinance, KidCare, cable franchise problems, elder services and hurricane debris collection.

Speaking of specialized services, the InfoLine served as the main point of contact for residents to call before and after the recent string of hurricanes. When the Citizens Response Center at the Emergency Operations Center was not in service, the Action Center became the main number for residents to call with their questions and emergen-

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### FESTIVAL EN EL PARQUE

Fun was had by all at the county's annual Hispanic Heritage Celebration on Oct. 28. Lively music by Conjunto Caché energized the crowd, and the chicken and yellow rice was popular with the attendees.

Several county employees were recognized during the ceremony for their good works on behalf of the Hispanic community.

Kemly Green of Housing & Community Code Enforcement was named the Hispanic Woman of the Year, and Hiram Rodriguez of Health & Social Services was named the Hispanic Man of the Year (pictured in the top right picture.) The Planning & Growth Management Department was presented the Adelanté Award for its efforts to improve access by the Hispanic community to their services. Bruce McLendon, director of the department, received the award on behalf of the department, shown in the middle picture. The Hermana Award, which recognizes an employee who has been a "sister" to the Hispanic community, was given to Ann Boyd of the County Attorney's Office (pictured in the bottom photo).



# Get On Board— SuperTrain Express

Every day I see additional evidence of progress on our journey to becoming the best county government in the nation. Clearly one of the requirements for achieving that vision is having managers and supervisors who are prepared and ready to handle the demands of supervising others.

Becoming a new manager or supervisor can be an overwhelming experience, especially in such a large organization as Hillsborough County government. So many new rules and departments to learn, so much organizational history everyone else seems to know that you do not. Not to mention the challenges of supervising staff and your division, section or unit effectively. Where do you turn, who do you go to in order to get the information and training you need? That hasn't been very clear here in the past.

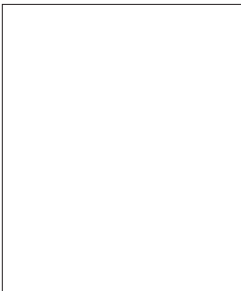
Well, now we have the answer! To help get you on the fast track, the Human Resources Department has started a new overview program for all new

supervisors and managers called SuperTrain Express. Human Resources Director George Williams brought this much-needed concept with him from Lee County last year, and has made the program a reality. We have tested it on two groups of supervisors, who gave it great reviews.

The two-day program covers everything from legal responsibilities, purchasing, leadership, and managing change to health benefits, employee leave rules, public relations, the county's website and risk management. Experienced representatives from various departments and agencies provide quick explanations on each section, ranging from ten minutes to an hour on each subject. By the end of the program, participants have learned about more than 20 topics that every manager should know. How many of you have been wishing for something like this?

This SuperTrain Express program will be required for all new managers

Pat  
Bean



## Message from the Administrator

and supervisors under the County Administrator who have worked for the county two years or less. In reality, however, I want to strongly encourage all managers and supervisors to attend this valuable course, even those who have been with the county for many years. It will be a helpful refresher, and you might even learn something new!

The course will start being held in December. Be sure to watch your countywide email and COIN for more information, and be sure to take advantage of this opportunity. Share in the excitement of our journey! Get on board the Super Train Express.



### A First For The County

Scenes from the county's first-ever Hispanic Town Hall Meeting held on Oct. 7. Approximately 300 people attended to speak to department representatives and County Administration. County departments had Spanish-speaking staff and displays on hand, and rapid translation was provided of the question and answer session.



## HELP

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cies. This was especially the case after Jeanne and Frances, when clean-up and repair continued for weeks following the storms. During and after the four storms, the Center handled nearly 20,000 calls. In order to process that volume of calls, employees from other departments assisted and staff worked weekends and days that most other county staff was not working because of the storms.

The InfoLine also is one of the main places that Spanish-speaking citizens can call to get help with county or social services. Please remember that this service is available if you receive a call from a Spanish-speaking person and your department does not have someone that can talk to them.

Another big undertaking of the Citizen Action Center is their social and community service referral program. The Center has partnered with local community and social organizations and other government agencies to create and maintain an extensive database of social and community services available in the area. This database is searchable by the service needed, therefore users can find out easily which organization or agency in the area provides housing assistance and food, and which helps with domestic abuse. They also can pinpoint which government agency is responsible for different activities, from professional licensing and vendor permits to child support.

A resident can get this information by simply calling the InfoLine. Or they can also access the entire database themselves online through the county's website at [www.hillsboroughcounty.org](http://www.hillsboroughcounty.org). On the front page of the website, click on the "Community Link Directory" and then find the topic you want to search. This online database is the second most visited feature on our website.

The database also is used extensively by the Action Center's partner organizations and agencies. These groups are provided the electronic database on CD for just \$10/year. A popular book format also is available of the database,


called the Directory of Community Resources, which is free to social service providers on a limited basis. Currently the Citizen Action Center gives away 3,500 books every year and has 80 agencies that use the electronic version, which represents 2,800 users. Common users are Sheriff's deputies in the field, school counselors, social workers, the Department of Children and Families, and MacDill Air Force Base.

In addition, the Citizen Action Center maintains an action order process for county government. When a resi-

dent calls in a request for service through their office, makes a complaint or sends an email through the county website's general email service, Center staff answers the question or makes sure it is sent to the correct department for action. They even follow up with the citizen to confirm the issue was taken care of or help the citizen further if it is still needed.

Another specialty service that the Citizen Action Center provides is handling the Water Department's after-hour

(See **HELP**, Page 4)



Santa's expecting you at  
Hillsborough County's 3rd Annual

# FESTIVAL OF LIGHTS

**SPONSORED BY HILLSBOROUGH COUNTY  
FRIENDS OF THE PARKS AND  
YOUR BOARD OF COUNTY COMMISSIONERS**


Enjoy a street carnival filled with games, arts and crafts and holiday treats from 5 - 9 p.m. It's all free, courtesy of Friends of the Park. This year kids can even play and go sledding in the snow! Plus, watch Santa as he sets Courthouse Square ablaze with thousands of lights on all the trees in the park.

**Thursday, December 2  
5 - 9 p.m.**

Plus, an all new musical show, "Santa's Missing Mrs. Claus," starting at 6:30 p.m.

**Joe Chillura Courthouse Square**  
Located at the corner of Pierce Street and Kennedy Boulevard

Free parking will be available in the Pierce Parking Garage.  
For more information, call 272-5275  
Or e-mail: [Santa@hillsboroughcounty.org](mailto:Santa@hillsboroughcounty.org)



Santa's Special Guests:

- Wharton High School Marching Band
- School Choruses Perform Holiday Favorites
- County Mascots:
  - Squiggy
  - Officer Snook
  - "Can-Do"
  - Tags
- Elves and Fairies from the CenterStage Dance Academy
- Hillsborough County Employee Chorus
- Singing Quartet of Hillsborough County Firefighters

## GOOD NEWS —

### SPECIAL RECOGNITION

Two county employees were recently recognized for their work in the Hispanic community by the local organization Tampa Hispanic Heritage, Inc. Tony Morejon, the county's hispanic liaison, was named the Hispanic Man of the Year in the category of public service and Rafael Guzman of Facilities Management was named the Hispanic Man of the Year in the category of media.

The Management and Budget Department received an award from the Government Finance Officers Association of the United States and Canada, that recognizes their commitment to meeting the highest principles of governmental budgeting. No other government in the United States has received this recognition

before on both their performance measures and capital budget documents.

### LETTERS

County Administrator Pat Bean received the following from U.S. Senator Bill Nelson: "Congratulations on the grant award for the Family Justice Center Initiative. Your dedication to improving your community in Florida is appreciated and laudable."

Jackie Walker of Parks, Recreation & Conservation received this e-mail from Kaye Frewin, mother of 10-year-old twins who attended the summer camp at Bloomingdale West in Brandon: The art program offered this year was outstanding. The teacher who ran the program, Ragen Yeagley, was outstanding. She had great ideas and handled the children very well. My daughters both have AD/HD, so I was very impressed that they were able to stay focused, and they produced some very impressive work. Thank you for putting this A+ program together.

Milton Zamore wrote to Carter White of Planning & Growth Management, "I appreciate the facts you gave me on the telephone this week regarding the zoning review of my Old Morris Bridge Road property. I also received the written report you mailed me. Thank you for this additional information."

Mallory Hodge, senior engineer with Planning & Growth Management, and her staff received a message from Mark Rosenbauer of RIPA & Assoc.: "I would like to say that while our office is in Osceola County, it is an absolute pleasure working with your staff. Your folks have made our projects (Bayport & Creekview) a very positive experience! I sincerely appreciate all of their assistance."

Bill Armstrong, director of Animal Services, received a letter from Mike Scott and Wendy Myshrrall of Orange

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## HELP

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and weekend calls. When the Water Department is closed, their emergency calls are transferred to the Citizen Action Center until it closes at 11 p.m. The Center staff has the necessary GIS maps and radios to refer water and wastewater emergencies to the correct Water Department on-duty supervisors or to even dispatch crews to situations that need immediate response.

The Citizen Action Center also provides a variety of other services to the public, including their popular Quick Reference Guides in English and Spanish, that list the most requested phone numbers for government and social services; their Fact Finder line (272-6500), which is an automated phone line that includes answers to resident's most common questions; tours of the County Center for community groups; and speakers that are available to speak to groups about the Center's services.

Sandra Charbonier, the Citizen

Action Center manager, credits the professionalism and efficiency of the Center to its staff. Many of its employees have been with the Center from its beginnings, and have been helping residents with these types of problems for many years. It's the knowledge in their heads and their commitment to customer service, she says, that makes the Action

Center the invaluable resource it is to the community and the county government.

So, remember, the next time you have a question you cannot answer or a thorny issue you need someone to help you with, call the Citizen Action Center at 272-5900. Help is on the way!



**Citizen Action Center staff Betty Coleman, Jenny Myers and Lyn Butler (back to front) answer the county's Infoline.**

## GOOD NEWS

(From Page 4)

County Animal Services. They enjoyed their visit and wrote, "In particular, I would like to thank Dennis McCullough for his willingness to take time out to explain things to us. Also thanks to investigators Loretta Magee and Pam Perry, for allowing us to ride along. We also would like to thank Linda Randall and Trenecia Hart for answering questions and giving a good overview of how your bite and court procedures work."

After trimming was completed on trees along roads in her area, Plant City resident Susan Fitzgerald wrote to thank Public Works' East Service Unit's Jania Washington for dispatching the job and Mike Holcombe for "getting the job complete."

"Dear Mr. Darrell O'Neal, thank you for the prompt and excellent job you and the crew (Keith Mullis, James Miller, David Gentry, and Joe Zagar) did on the driveway on W.O. Griffin Road. We are very pleased and the water goes down the road instead of our driveway," Plant City resident Ruthie Bailey wrote to Public Works' East Service Unit.

When Nancy Engelhart faced a health crisis situation with her 93-year-old mother in law, she was directed to Aging Services' Miriam Mitchell. "She was wonderful. She not only listened and understood, she provided the exact information needed, giving me alternatives and information I used to resolve the problem. I commend your department for having her on the 'front lines.'"



**Karen Matches of Citizen Boards Support poses with the flowers she received from a satisfied citizen.**

## We're A Team!

Candace Hundley from the Legislative Delegation wrote to Myra Price, director of Aging Services: "Have I told you lately what great work you and your staff do? I truly appreciated the comprehensive update on the client we were discussing recently...you and your staff seem tuned in to every nuance of each individual with whom you work and present possible resolutions to so many and varied problems that it's just mind boggling. Thank you for what you do for the good people of Hillsborough County and especially for me through my work with the members and staff of the Legislative Delegation."

The staff of Aging Services wrote to thank Public Works' West Service Unit for a very special task: When a 94-year-old client of Aging Services

needed a tree cut down, 19 people from the Central Services Unit, under the organization of Terry Ringley, volunteered on their own time with their own equipment. They cut down the tree, cut the grass, cleaned the entire lot and hauled off the debris.

When Aging Services needed tables set up in the lobby for a United Way campaign art exposition, they contacted Facilities Maintenance. Mariana V. LLanso wrote to department director Don Harwig to say, "I write you to commend Glen Barclay for exceeding our expectations in customer service. Mr. Barclay graciously took the time from his airconditioning maintenance duties, made a few calls, and got the ball rolling. The tables arrived almost immediately."

"Thanks for your quick help this morning. You are so pleasant to work with," Anne Vincent wrote to Bettie Nogueras, receptionist at Planning & Growth Management.

John Newton from Public Works' West Service Unit received a letter from Rich Korcsog praising engineer James McCullough. "Even though he explained that your department could not handle this problem, he took the time to inform me of how it will be handled. Very professional. I am sure he is a big asset to you and you department. I thank you for sending this well-trained and educated person to my house. This shows me that you really care about your area and you excel in selecting top-notch people to work with you."

Karen Matches, manager of Citizen Boards Support, was surprised to receive a bouquet of beautiful flowers recently (*shown in photo at right*) from a resident she had helped through a sign ordinance violation. The resident was going through the process to get a non-conforming use permit for his sign. Karen helped him understand the process, and he ultimately received his ap-

proval, but he still had to pay a fine. She said she had never received such a nice gesture from a citizen before, especially one that had been fined!

An email came in through the county's website before Hurricane Ivan from Pastor Dale Skurla of Mechanicsville, Maryland. He wrote: "Just a quick note to let you know that updates on your website are being read by folks outside Hillsborough County. This helps reduce anxiety regarding family members in the county. Your website can be a big help. God be with you."

Another email was received before Ivan complementing County Administrator Pat Bean from John Baker of Tampa. "As a county resident I would like to express my appreciation to all at the EOC and especially Ms. Bean. With all that has been happening with the recent storms, I truly feel our county government has responded well for the residents. I wish I could personally thank Ms. Bean. During these emergency periods when she speaks at the EOC press conferences, she speaks with confidence and calmness. That goes a long way when you're facing a possible catastrophe."

## CLASSIFIED

### MERCHANDISE

20.5 foot Wellcraft V-Step Cuddy. 150 HP, runs great. FF, VHF, GPS, like new alum. trailer. \$3,900. Call 645-6782.

Kenmore side-by-side refrigerator, 25 cu.ft., ice & water dispenser. Many other features. Black. \$450. Call 891-6917.

1998 Kawasaki Prairie 400 4-Wheeler, automatic, 4x2, approx. 2,000 hrs., good condition, red & grey. \$2,000 OBO. Call 277-4657.

Four 17" x 7" American Eagle Chrome Rims. \$500. Call 760-5626 for more details.

Lazy-Boy couch and love seat and two matching lamps, blue, mauve and beige. Very good condition. \$800 OBO. Call 633-8372.

Two AT&T cell phones, 1790, with accessories incl. house and car chargers, cases and hands-free adapters, asking \$100. Call 633-8372.

35mm Pentax Camera, 2x-10 with 28-200 zoom lens. Also, complete darkroom equipment--enlarger, trays, paper, darkroom lights and lots more. Call 230-0350.

1978 Mariner sailboat, 29 foot, pressure water, overhauled Volvo diesel engine, new main, 5 sails, wheel steering, great first boat at \$9500. Call 230-0350.

1989 Manatee boat, 18.5 feet, 90

Hpwr. outboard, cuddy cabin, newer roll trailer, two new batteries and all safety equip. \$3,400 OBO. Call 300-1247.

Brand new cherry wood bar set, 75" W, 39" T, and 26" D. Two doors that open up to shelving, 12-bottle wine rack, and a 15" X 56" work shelf. \$650. Call 494-1321.

Large set of stained glass lights and lamps. Includes one hanging pool table-style rectangular light, 4 hanging bar lights, one 5-blade ceiling fan, and one pole lamp. White, black, and green. \$250 for all. Call 494-1321.

Three tickets for sale, Phantom of the Opera, Tampa Bay Performing Arts Center, great seats, orchestra section, Sat., Jan. 1, 8 p.m. show. Paid \$235, sell \$200. Call 989-8530.

Day bed for sale. Also has a trundle bed with extra mattress. Very good condition. \$50. Call 657-3915.

Cinderella type wedding dress. Off-the-shoulder with veil. Size 8. \$100. Call 657-3915.

Southwestern style love seat. Purchased from The Pine Factory. Like new. Solid wood. \$50. Call 655-0867.

### AUTOMOTIVE

1990 Olds Regency, full power, runs smooth, A/C, excellent condition, leather interior, \$1,200.00. Call 232-0348.

1991 Taurus, full power, A/C, new system, little dent on right door, \$1,000. Call 232-0348.

1983 Toyota Cressida, digital, A/C, new tires, brakes. Rebuilt transmission, pwr. windows and doors. \$1,700. Call 933-1751.

1983 Toyota Cressida, new tires, timing belts and sun roof. Also spare parts. \$1,400. Call 933-1751.

1994 Pontiac Grand AM GT, 2-door, V6, 110K miles. \$1,500. Call 662-9695.

1993 Isuzu Pickup, white, will sell as is minus engine and various parts. Body in one piece. Call 663-0753.

2000 Volkswagen Jetta V6 GLS Sedan 4D, excellent condition. Silver, incl. power everything, AM-FM Stereo radio, CD and cassette player, cloth upholstery, keyless entry, very clean inside and out. 55K, mostly highway miles. \$12,500 OBO. Call 677-4598.

1993 Ford Probe for sale. 137K miles. Needs A/C charged. Runs good. Asking \$1,450 OBO. Call 417-3903.

2002 Grand Cherokee Laredo, 2-wheel drive, black, all leather & electric, low gas mileage, like new, 41,000K, many other extras, \$16,500. Call 960-9687.

Toyota 1997 CAMRY LE, Drk. green, good cond., 94K, A/C cold, AM/FM/CD, upgraded stereo,

alarm w/keyless entry, power everything, new brakes, great car! \$6,200. Call 810-3274.

1999 Mercedes SL-500, 5,300 miles, champagne, 50,000K warranty. \$31,900. Call 230-0350.

Leer Fiberglass Custom Topper, six months old, fits long bed F-250, painted white, pre-wired with inside lighting, fully carpeted, inside fold-out rack for clothes, sliding side and front windows, \$900. Call 986-5578 or 892-7876.

### REAL ESTATE

10 acres of land with hardwood trees and springs for sale in Monroe County, east Tennessee. Great location to build cabin(s). Near Lake Tellico and a national forest. Asking \$60,000. Call 256-634-4022.

Timeshare for sale, two bedroom, two bath lockoff unit at The Palms Resort and Golf in Orlando. Can be traded with other timeshares once purchased. \$9500. Call 363-5127.

### WANTED

In search of a carpooler from the south county area. Free parking in the County Center. If interested, call 967-1728.

Baby clothes and/or furniture for a soon-to-be-born baby girl. Will buy any clothes or furniture if reasonably priced or would be greatly appreciated if it was donated. Please call 494-7165.



#### NEWSLINE

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

Communications Department  
County Center, 1st floor  
Call 272-5314 and tell us your news.

Hillsborough County Board  
of County Commissioners  
**An Affirmative Action-Equal  
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