



TEAM BRIEF

High Fives



Mark Your Calendar



Print It Cheap!



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JULY 2010





A Message From The Interim County Administrator

Let me begin by saying that I am very heartened by the fact that many of you have expressed to me your support and suggestions for rebalancing our organization. It's really great to feel your shared desire to become an organization that is focused on quality, people-oriented, peaceful, passionate, creative and nimble.

To keep good on my promise to routinely inform you of budget actions, I would like to address the progress we have made so far, the concerns you may have about the reductions in force that are taking place, and to look at the road ahead.

In the midst of all our budget actions, change is not something we should fear. In fact, what we are changing is our old beliefs and habits that no longer serve us. When we understand that each and every one of us is capable of determining our own direction, we can act from inspiration.

Hillsborough County WWW Site Payroll Self Serve HRIS Self Service Help CRM Telephone/Voicemail Benefits & Services FAMIS On Base

County Online Information Network

Home Agendas & Meetings Forms Policies & Plans Publications Departments Training News & Events eTools Jobs & Wages

BOCC Help Desk 635-8455

County Calendar Centrex COIN Google

CUPS system Enter Last Name Go! Search

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County Rebalancing, Transition Plans and Information
(and Messages from the Interim County Administrator)
Last Updated 07/08/2010

What's New

- Business Continuity Planning

By now I hope you have seen the Administrative Orders posted on COIN. These Orders outline my recommendations for a reorganization to make us more efficient and customer-focused, while reducing duplication of services.

The Administrative Orders describe only those departments and operations that are currently affected by this reorganization. So, if you don't see your department mentioned, it just simply means that your department is not affected at this point in time. It does not mean that your department is being eliminated.

I apologize for any confusion that may have occurred in communicating these Orders.

Now to the reductions in force that have started in early July. Let me say that I truly regret that anybody must be laid off. I have been through that myself and understand the difficulty and emotions that come up and the fears that people have in this kind of situation.

To help alleviate those fears, I have asked the Directors and Managers to speak with those employees who will be laid off before they



officially received their written notice. We owe it to our employees to inform them personally, and to assist in any way we can.

Beyond that, it is my commitment that we will do everything we can to help our coworkers and friends find a job. It is in the best interest of our community and this organization.

In fact, finding a job should be a part of their current job. Because the last thing we want to do is put more people into the unemployment line in this current economic recession.

We will be providing the opportunity for those individuals to take advantage of a new program that will provide some structure for them in searching for a new job. This program, which will be held at two locations -- County Center and Sable Park -- will provide dedicated personnel, training programs, and other tools staff will need to achieve their goal of finding new employment.

During this transition time, we need to continue to support those who are being laid off – they need our support and I hope everyone rises to that challenge.

From here our road to approving the budget is defined.

The Board of County Commissioners received my proposed budget about a month ago. I'm sure they will have questions, and they will have some things they want to change. That's perfectly fine and we will continue to support them in achieving their goals and their mission.

On July 15, the Board of County Commissioners held a Budget Workshop to discuss their ideas. Items were flagged, which will be examined at a later date and may result in changes to the budget. A public hearing was held later that evening and more than 70 residents attended to share their thoughts and suggestions.

On July 28, there is a Budget Reconciliation Workshop. At that point, all of the changes to the budget will have to be incorporated in preparation for the Public Hearings in September.

Between now and September we will continue to work on internal reorganizations to streamline operations, become more focused on the customer, and be more cost effective.

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Last Call for Employee Challenge Award Nominations Deadline is July 23

Thanks to the Florida West Coast Credit Union, four employees will be recognized by the Board of County Commissioners with a \$250 award. A committee represented by various departments will review nominations and select recipients based on how well an employee has faced challenges by providing services to residents in more effective and efficient ways, using existing funding.

The nomination form is available via [COIN](#) and must be submitted no later than Friday, July 23, 5 p.m. All full-time, classified employees may nominate their colleagues or themselves.

Exactly what is Efficiency & Effectiveness Anyway?

Efficiency exemplifies the process of obtaining the desired output via the least amount of input. Effectiveness exemplifies an acceptable, sustainable result. These two concepts must strike a balance for the overall success of an organization.

Balancing efficiency and effectiveness is not accomplished overnight. It requires a myriad of skills developed over time: establishing individual daily habits of productivity, communication, accepting change, motivating individuals, training, measuring success, and (perhaps the most difficult!) patience.

Are you striking the balance?



Then over the next year, we will be implementing the 12-month transition plans that I submitted to the Board. Departments will be looking at the programs and services they provide for opportunities to partner with agencies that can better provide those services to the residents.

In conclusion, I will continue to keep you informed and I hope you will continue to step up to the challenge of rebalancing the organization. This journey will take twists and turns, but the vision will be realized.

It is better that we set our sights too high in this endeavor and fall a little bit short, than to set our aim too low and hit the mark.

Thank you for your continuing support.



Beat the Heat Running Series

Aug. 7, 7:30 a.m.

E.L. Bing Park, 7210 N. Taylor Road in Thonotosassa

Features a 5K run and 1K fitness walk. Final race features a pancake breakfast. Awards will be presented.

5K is \$20 for ages 19+ and \$15 for ages 18 and under.

For more info: 813-635-3519



Disability Awareness Expo

July 24, 10 – 2 p.m.

MOSI, 4801 E. Fowler Ave. in Tampa

FREE

Help celebrate the 20th anniversary of the Americans with Disabilities Act! This event is FREE to the public and attendees who bring an event flier will receive an \$8 admission to MOSI, a savings of up to 60 percent! Event fliers can be downloaded at www.hillsboroughcounty.org/liasons (click on ADA) The event will feature exhibits, refreshments, prizes and an awards ceremony.

AFLAC EXPANDS VOLUNTARY INSURANCE POLICY OFFERINGS WITH SPECIFIED HEALTH EVENT PROTECTION



New Insurance Policy Gives Hillsborough County Employees Options for Financial Security



A SERIOUS HEALTH EVENT, SUCH AS HEART ATTACK, END-STAGE RENAL FAILURE OR THIRD-DEGREE BURNS, IS NOT ONLY A LIFE-ALTERING HEALTH EVENT, BUT IT CAN CAUSE FINANCIAL STRAIN AS WELL. Aflac's Specified Health Event Protection insurance policy is now available during open enrollment to Hillsborough County employees to help protect their families when they need it most.

Aflac's Specified Health Event Protection insurance policy may make all the difference by providing cash benefits to help pay for items not covered by your employee group health plan or the additional expenses incurred as you concentrate on your recovery.

"Aflac is there when you need cash benefits the most," said Brad Shattuck, special projects coordinator for Aflac in Florida-Central. "These cash benefits can help with those everyday costs so that the insured can concentrate on recovery and not the distraction of household bills or copayments for medical care."

Covered health events include stroke, paralysis, coronary artery bypass surgery, persistent vegetative state, major human organ transplant and coma.

The Specified Health Event Protection plan addresses the rising health care costs that employees face year after year — the amount that is coming out of

their pockets to cover health care services in the form of deductibles and copayments.

Aflac's specified health event policy provides a lump sum benefit directly to policyholders (unless they choose otherwise) for a covered health event, and the policy isn't terminated after benefits are paid. Also, it's available to all family members, and premiums never increase due to age. There are additional benefits for reoccurrence and recovery as well. Remember, Aflac policies are portable, which means policyholders can take the policy with them if they retire or change jobs and enjoy the same benefits at the same premium.

ALL CLAIMS UNDER THIS POLICY, AS WITH ALL AFLAC POLICIES, CAN BE SUBMITTED TO HILLSBOROUGH COUNTY'S ON-SITE REPRESENTATIVE, TERRI HALL, AT (813) 272-6651.

Visit COIN to access any Aflac documents you may need, such as brochures, folders, claim forms, Wellness Benefit forms, etc. Also, for additional information about the county's Aflac program, send Brad Shattuck or Terri Hall an e-mail at AFLAC@HILLSBOROUGHCOUNTY.ORG.

An illness or injury shouldn't disable your finances. Plan for the unexpected by including Aflac's voluntary benefits as a part of your financial planning.



Playbook Reminder:

Centralized Printing Practices Means Big \$avings!

All departments are reminded to follow [Administrative Directive 07](#), revised June 24, in regards to centralized printing of letterhead, envelopes and business cards, which means big savings for Hillsborough County!

Departments are required to use the electronic letterhead available via [COIN](#) for all internal correspondence and memos, using convenience copiers and black ink. Departments must contact Communications to purchase stationary in bulk if more than 200 letterhead sheets are required at a time. Consider the following cost-savings when departments work with Communications for their letterhead needs:

In the spirit of efficient printing, employees are reminded to print to convenience copiers as much as possible, switch convenience copier print settings to black and white (click on “Properties” in the Print Dialog Box), and print on both sides of paper (click on “Properties” in the Print Dialog Box, then select “Open to Left” in the “Duplex” drop down). When these printing practices are followed, consider the following cost-savings departments can enjoy:

“Larger departments on average order up to 50,000 sheets or more of paper per month,” said Terry McElroy, Manager of Communications Department – Hillsborough Television Section. “If all departments used convenience copiers for all prints and copies, the countywide savings could amount to as much as \$25,000 per month.” Terry manages the countywide convenience copier system.

Save money! Do your part to practice smarter printing!

To order letterhead, envelopes and business cards, contact Kerry Collia at 813-276-2684.

**Cost per sheet using convenience copier:
0.0149 cents**

**Cost per sheet when ordering letterhead
(heavier paper stock):**

250:	.13 cents
500:	.08 cents
10,000:	.03 cents

**Cost per sheet when printing to a
standard HP Laser Printer:**

0.05 cents

**Cost per sheet when printing in black and
white to a convenience copier:**

0.0149 cents

**These costs go further when copying/
printing on both sides of paper!**



High Fives

Ramon Hernandez, Code Enforcement, received kudos from Andrea Mazuchowski of the Misty Glen Subdivision: “I wanted to take a moment to let you know how appreciative I am for the help of inspector Ramon Hernandez. I live in the Misty Glen subdivision in Brandon, which was abandoned by our builder in December 2008. Mr. Hernandez has gone above and beyond by hand-delivering notification to the owner of Paragon Homes at his personal residence and trying to get the bank to come out and maintain the many abandoned lots that we have in our subdivision. He has taken the time to speak with me on a couple of occasions with detailed updates and is continuing to try to get our subdivision cleaned up. Your department is the only one that has been responsive in a quick and timely manner and actually been helpful. Thank you very much for the work that code enforcement does in our community.”

Several Planning & Growth Management employees received accolades:

- **Roberta Campbell:** “Blue Water would like to give a big thank you to you and those involved in helping with the permit process for the 18 irrigation permits for the Bloomingdale Road Apartments. When we started researching what we would need to do to finish the irrigation permit process in order to pull these permits, the situation felt overwhelming and looked like it would be a long difficult road. Everyone in the permitting office, especially you, was very helpful in expediting the process greatly and helping us to understand everything that we needed in order to move forward.” – Blue Water
- **Kim King:** “I just wanted to take a second and personally thank you for everything you have been doing for Chase. I know you guys are short staffed and I know you have been working very hard on getting the Chase permits completed. A lot of times, municipalities just say that we will get them when we get them, especially since we submitted a bunch of locations to you. It’s great to have someone put extra time and actually work with us to get everything completed quickly. The work that you have put is certainly very helpful for us and Chase. For what it’s worth to you, I am very appreciative of everything. Thanks again!” – Ed Steinbach, The Icon Companies
- **Wayne Francis:** “After trying unsuccessfully for three months to resolve a concern regarding our approved permitting, we contacted Wayne Francis. He researched our permit and eventually made two trips to our house to meet with us to determine how the matter could be resolved. When a county official makes the effort to go above and beyond what is expected and an equitable solution, that is government at its best.” – Dennis and Jeanette Doyle

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Brandon Library received appreciation from library patron Lee Martin: “I thank you more than my feeble words can say. I am moving and will be gone in a few days. I came to Tampa in 2000, and I bought a house down the street from the library in 2003. From virtually day one, you became ‘my library.’ So many times you made my life bearable, entertained me, educated me, and provided immeasurable opportunities. You suffered with me, you laughed with me many times, you put up with my temperamental side at times, you shared with me a beautiful humanity, and in all ways I just kept learning because you are there and do what you do. Good bye, good luck and bless you all.”

Peter Ooms, Planning & Growth Management & Errol White, Consumer Protection, received a thumbs up from Carolyn Price: “I am writing the letter in support of the most excellent job of your office, in my case against Craftsman Roofing. Inspector Errol White was not only kind, considerate of my situation, but most professional and diligent in bringing a resolution to my ongoing dissatisfaction with the job Craftsman Roofing did at my home. Inspector White kept in close contact with me while tracing down the owner of Craftsman Roofing, Anthony Serrino. Inspector White assured me that the job would be repaired and in a timely manner. Inspector White not only followed through with his word, but also with action – he ensured that the job was properly completed. Hopefully, this time, I will no longer suffer from leaks due to a terrible and sloppy roofing job. I suffered numerous years of my roof leaking after the re-roofing job by Craftsman Roofing. Every year, I would call and be put through the ringer by this company. Another case of ‘get the money and run!’ I first went to the Hillsborough County Planning & Growth Management Department, as this office conducted the first inspection. Pete Ooms and his staff were very considerate of my situation. Mr. Ooms came to my home and looked at the roof, noting that it was a very poor job and for what I paid and I certainly was taken advantage of. Mr. Ooms was the one who recommended I contact the Consumer Protection Agency. I am a widow. My husband was killed by car. I am 64 years of age, still working, trying to survive and take care of a home, which is always in need of some sort of repair. What would I have done if the Hillsborough County Consumer Protection Agency had not been here to help me and intervene on my behalf? I thank you all for the detailed attention you all have given to me and my situation.”

Fire Rescue Engine 38 & 39 received acknowledgement from Lisa Katynski: “I just wanted to take a moment to let all of you know how much I appreciate all that was done for my mother, Ann Katynski, at the YMCA on Waters Avenue. I only wish the outcome would have been better. Thank you all for all that you did for her and for all others. I will always be grateful.”

Andy Chasonoff, Parks, Recreation & Conservation Services, received kudos from Mac Sutherland of America’s Second Harvest of Tampa Bay: “Thank you so much for choosing America’s Second Harvest of Tampa Bay to receive the proceeds from the food drive organized by the athletes, families and volunteers of Paralympics Sport Tampa Bay. Every box, can and bottle counts in the fight against hunger. In Hillsborough County alone, almost 10 percent of households are defined by the USDA as ‘food insecure,’ continued on next page



and that equates to more than 40,000 families that do not have access to enough food to meet basic needs at all times. So we are pleased to report that your food drive efforts collected 453 pounds of food to help those less fortunate. The national Feeding America food bank network tells us that an average meal weighs 1.28 pounds, so the arithmetic calculates 354 meals that your drive will make available to hungry people in need. Your donations will be dispensed to them through the many soup kitchens, pantries and other programs administered by more than 700 charities and churches that partner with the Food Bank. Through this extensive network, we distribute enough food each week in west central Florida to provide more than 100,000 meals. Again, we extend our deepest gratitude for supporting the Food Bank's mission. And our best wishes to you for your organization's continued success."

Public Works received accolades from resident Henry DeLain: "The residents of this eastern Hillsborough County community have long awaited the completion of the sidewalk on Tidewater Trail, which was completed this month by the Public Works Department. For years, residents have had to walk in the streets as they made their way to and from their homes. On several occasions, students have been struck by automobiles while going to and from their bus stop. Hopefully, we can now breathe a sigh of relief especially for our children in their daily walk to and from school. Thank you Hillsborough County for making our community a lot safer."

Water Resources Services received appreciation from David Pasquariello: "I used to train customer service telephone staff for Verizon, but your staff is the best that I deal with. You are always friendly and helpful."

Several employees from Health & Social Services – Sunshine Line received thumbs up:

- **Valorie Hatfield-Larocca:** "I called Sunshine Line from my doctor's office because the doctor was running late and I was not able to be ready for my return trip home. I called the customer service unit at Sunshine Line to ask if they could change my return trip time. Valorie answered and she took the time to speak with a route scheduler and they were able to come back later. Valorie is always very helpful and she is a wonderful investment for Sunshine Line." – Jack Shuter
- **Claudio Carlos:** "He is one of the most professional drivers that I have ever ridden with. He always has a great attitude and is very attentive to his passengers' needs. He has a great personality and is a great asset to Sunshine Line." – Warren Ashton



Solicitation on County Roads

Public safety on local roads is a major concern of county and municipal governments throughout the State of Florida. In furtherance of this important interest, the Hillsborough County Board of County Commissioners enacted [Ordinance 91-24](#), which enhances traffic safety by prohibiting solicitation from occupants of motor vehicles on County roads. Notably, the Ordinance does not distinguish between solicitors. Whether a person or group of people are soliciting for business purposes or charitable contributions, the Ordinance prohibits anyone from going on to County roads, or being within four feet of the edge of County roads, in order to solicit from motor vehicle occupants on those roads. The Ordinance does not affect other forms of business or charitable solicitation, such as solicitation from pedestrians on sidewalks. Ordinance 91-24 was adopted in November 1991 and is enforceable by the Hillsborough County Sheriff's Office.

Prepared by the County Attorney's Office.





What would you do if you could add a few more minutes to your day?

Always crunching during your last work hour? Ever tell yourself ... *If I only had an extra 30 minutes, it would make all the difference ...*

So what would you accomplish if you had a little extra time? Ever think of finding those 5 minutes here and there that you know you've lost throughout the day?

Seek and you shall find! Below are some behavioral tips to make your day a little more productive:

Stop reacting and start producing. You were hired to execute specific duties. Focus on producing outstanding results and reduce reacting to unplanned requests. Unexpected assignments are inevitable, but they shouldn't consume the majority of your day.

Develop relationships. Knowing who your contacts are will allow you to gauge better how they can assist you. In addition, a strengthened and more intimate relationship is your ally to identify more opportunities for collaboration, making you more productive.

Do and enjoy. Increasing productivity is not just about lengthening your task list, it also means improving the execution of those tasks. Falling into a cycle of just doing more will begin to feel dull. Falling into a cycle of performing at an unrealistic level of perfectionism will stifle your production and will eventually feel dull too. To make you more productive, draw a fulfilling balance between increasing quantity as well as quality.

Follow-through religiously. This ensures that all parties involved in your project are engaged and progressing as expected. If people can't execute the plan because of changed circumstances, follow-through ensures swift troubleshooting to creatively deal with new conditions. Avoiding last-minute, overwhelming surprises makes you more productive.

You know in your gut which precious minutes you are wasting, stealing and nibbling away with unproductive bad habits! The following are



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some technical tips to practice daily:

System in place. It is critical to adopt a system to track work flow and efficiently handle information for quick retrieval. (Ever ask yourself ... *What did I do with that email? I know it's in one of my folders ...*)

Counterproductive multi-tasking. Ever feel like you've been trying to write the same email for the past 15 minutes? Distinguish the difference between multi-tasking and a counterproductive cycle of starting, stopping, starting, stopping.

Disorganization. There are two types. Internal is compulsive thoughts and habits, such as obsessively checking email. External is bad ergonomics or even clutter--it's hard to accomplish anything when you're always looking for a pen!

Interruptions. How do you deal with unwanted drop-ins or temptations to IM? Standing up to unnecessary visits is body language for "I only have a few minutes." Also, don't be afraid to turn off the email alert!

Meetings. Make sure upcoming meetings will be worth your time by requesting for a draft action agenda, set clear meeting timeframes (pre-empt those two-hour meetings that were scheduled for one), and implement follow-up methods.

Poor communication. This includes unclear emails, back-and-forth emails (try the phone!), and phone tag (pre-answer questions that might come up).

Target the right person. Deal with the *right* person to assist you with your task, not the might-be-able-to-help-you person. Also, stop apologizing for "bothering" someone. Never be sorry for the importance of the task you have been assigned to complete.

Don't be afraid of technology. Ever heard of a text expander? Ever use Bing when you can't find something on Google?

Transition time. Use your "between" time (those 5 – 10 minutes before a meeting or lunch that is not enough time to begin your next action item – it's NOT a break!) to make progress on small tasks, such as short phone calls or double-checking your task list.

And the best for last: Are you a poor planner or procrastinator? You **MUST** plan, understand your plan, prioritize parts of your plan, and report changes to your plan. Increasing planning will decrease procrastination!

So what are you going to do with all that time? *Make it count!*



TeamBrief is a monthly online newsletter by the Communications Department for Hillsborough County employees.

Communications Department

County Center, 16th floor

Phone 813-272-5314

Fax 813-276-8445

E-mail stories ideas and good news [here](#)



Hillsborough
County

Board of County Commissioners

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