



MedCenter Update

Three months after opening its doors, the MedCenter has served over 800 employees for the following medical issues:

- cough, cold and flu
- routine physical exams
- skin problems
- high blood pressure
- digestive problems
- respiratory issues
- insomnia
- minor accidents
- routine injections

The MedCenter is a newly created primary care facility, located in the Risk Management Building at the Collier County Government Center that provides employees who are currently covered under the Group Health Plan with a convenient medical care alternative.

“Employers are beginning to see that a high quality, convenient health care delivery alternative such as the MedCenter is a good way to keep employees healthy,” said director Jeff Walker, Risk Management. “Employees really appreciate having a medical clinic of their own to serve their health care needs.”

Recently, one employee told Walker, “Thank you for providing the clinic to our employees. This is the greatest thing in the world! Lily Fotiadis (the nurse practitioner) is outstanding!”

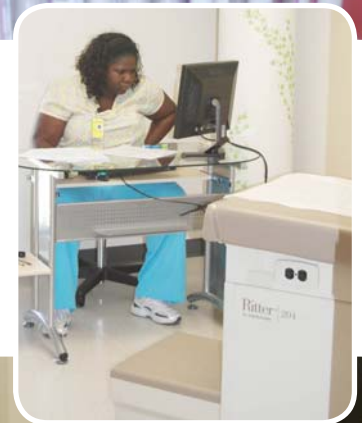
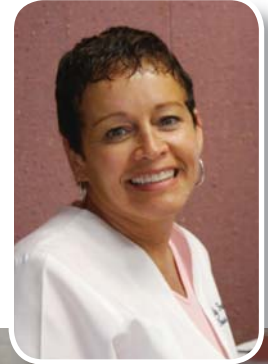
Walker announced that effective Monday, April 16, the MedCenter will begin offering general health services to covered spouses and covered

adult children (over age 17) by appointment.

As for the future, Walker said that staff is reviewing the use of the MedCenter to create a “patient advocacy model,” which would “integrate the wellness assessment and education efforts that Marilyn Hamachek offers with direct care management and coaching through the MedCenter to employees who have chronic health conditions or who have the potential to develop such conditions.”

“We would like to close the loop between assessment and care delivery,” Walker said. “We are also taking a look at using the MedCenter on a limited basis for certain non-specialized Workers’ Compensation cases of an acute nature. That will be decided in the near future.” Employees are encouraged to call the MedCenter at 304-4257.

The MedCenter
Your Employee Medical Clinic



Puzzled About Your Financial Future? ...

The Collier County Human Resources Department coordinated a Retirement & Savings Fair on March 22 to assist county employees plan their financial future.

Certified financial planners were on hand to discuss individual financial needs and help employees put together the pieces of their financial futures.

If you didn't have the opportunity to attend the fair, or would like additional retirement information, call Human Resources at 774-8460.



Employee Culture Survey

Eighty-eight percent of employees in the County Manager's Agency clearly understand their job responsibilities; 86 percent believe the county has clearly communicated its ethics policy to all employees and 83 percent of county employees get a sense of personal accomplishment from their work. Those are some of the findings in the 2007 Climate Survey conducted by Human Resources between Feb. 1 and March 1. The survey produced 1,112 employee responses. HR also received 110 pages of comments and three copies of the comments are available for review at the HR office. The answers and comments will be used to devise programs that will make Collier County Government an even better place to work.



CBSA ONSITE CUSTOMER REP- RESENTATIVE

Employees now have an additional person to call concerning health-care benefits. Claire Wilson, a new onsite CBSA customer service advocate, was hired to resolve issues and answer questions. She is available Monday through Friday from 8 a.m. to 5 p.m., and can be reached at 530-6120.

NEOGOV has arrived



Human Resources unveiled NEOGOV, the new online employment application and recruitment system, in February.

“The new process is completely automated, and can be accessed (postings and user accounts) through any computer that is connected to the Internet,” said Operations Manager Amy Lyberg, Human Resources. “It allows the applicant *more flexibility* and *instant access* to all submitted applications, meaning that users can log into their accounts and see the status of each submitted application and track the recruitment process.”

For those employees who do not have access to computers to apply online, the Human Resources’ office, Building B, offers computer service Monday through Friday from 7:30 a.m. to 5:30 p.m.

“We received 1,300 applications in the first 30 days, and our applicants have been pleased with the immediate feedback they are able to get regarding their application and to receive updates as they move through the recruitment process,” said Lyberg.

If you have questions or would like additional information or assistance, call Human Resources at 774-8460 or e-mail HRWebcontact@colliergov.net.

Purchasing Celebrates

Purchasing staff held an open house in March in celebration of National Purchasing Month. The department’s employees were on hand to answer purchasing-related questions and discuss the benefits of the new supplier e-procurement tool.



Combating Pandemic Influenza

Pandemic Influenza is defined as a global outbreak of disease that occurs when a new influenza “A virus” appears in humans, causes serious illness or death, and then spreads easily from person to person worldwide.

Collier County and many other governmental and private industry emergency response agencies have been proactive for several years in trying to prepare for the potential effects of a pandemic, and most recently planned and designed a tabletop exercise in conjunction with a full-scale pandemic influenza exercise known as “Operation Pan Plan 2006.”

“Operation Pan Plan 2006” was designed primarily to demonstrate and test the capabilities of several emergency response authorities and agencies to effectively respond to and mitigate an operational emergency, requiring liaison and coordination with numerous support agencies.

“We learned from our mistakes as well as our successes during this event and will incorporate this knowledge into our current plans and processes,” said Joe Frazier, special projects coordinator in the Emergency Management Department. “I strongly encourage everyone to learn more about what they can do to better protect themselves in the event of an outbreak.”

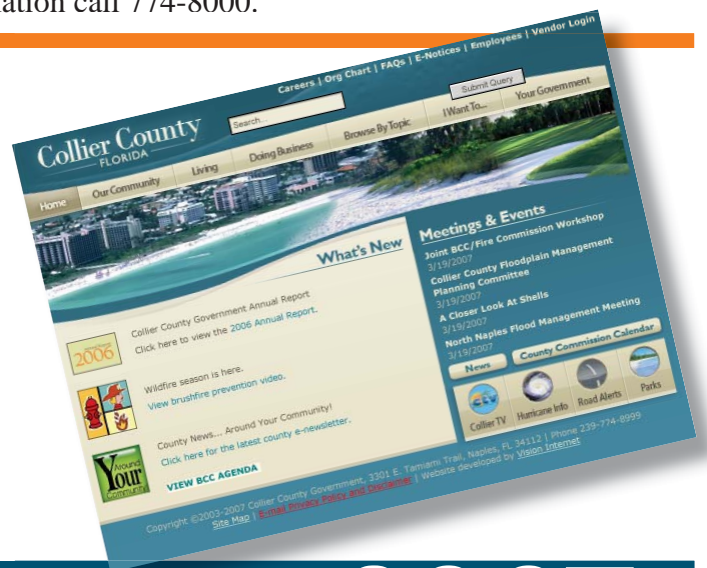
The Bureau of Emergency Services, The Department of Health, local hospitals and many other agencies can provide citizens with a multitude of educational materials designed to help them prepare for potential events such as a pandemic. For more information call 774-8000.



Web site Marketing

As part of the county’s campaign to promote the redesigned Web site, all employees are asked to include the county’s Web address in their e-mail signature block as shown below:

John Torre
 Director
 Communication & Customer Relations Dept.
 Johntorre@colliergov.net
www.colliergov.net
 Tel. (239) 774-8999
 Fax (239) 774-8588





Letters

Mr. Jim Mudd, RE: A great day at the beach!

Sir, I would like to express my extreme pleasure involved with visiting your park system the week before Christmas.



I have lived here for years but have not really gone to the beach much in recent years. I went to Vanderbilt Beach and saw a Collier County truck and an employee picking up trash from the bushes in front of the handicap parking. I stopped and talked to Ron Holder, field supervisor in the Parks and Recreation Department, who was quite helpful and informative. He personally gave me a tour of the new parking garage.

WOW! What a great improvement. Lack of parking and bathroom facilities were the main reasons I had not been going to the beach. I went to Veterans Park and got my parking permit (a very painless

procedure) and returned to Vanderbilt Beach for a fabulous day.

I was very impressed with the helpfulness and professionalism of all the employees I dealt with (sorry I did not remember all the names). I will be going often now, thanks to all involved with my great day!

Ken Gardner
Naples Park

Thank you!

The Solid Waste Management Department received a call from Road and Bridge Maintenance staff about accepting a demolished travel trailer at the Collier County Landfill that had been in an accident.

Staff was informed that the owners of the trailer wanted the opportunity to search through the rubble to find personal possessions. This is not a normal request, so after checking with Waste Management Inc., staff agreed to make an exception and allow the owners to search for their property.

The owners of the trailer were el-

derly and one had suffered a broken sternum in the accident and was not able to search through the material with his injury.

In the pouring rain, Danette Huff, a recycling specialist in the Solid Waste Management Department, took it upon herself to help the couple by searching for their possessions. With Danette's help, the couple was able to recover a considerable sum of money, clothes, a nine-year genealogy research project and a pair of binoculars that the owner was given after his tour of duty in World War II.

I would like to thank Danette for her consideration and compassion for the couple and their family members. She is a valuable member of the Solid Waste Management team and her actions certainly met customer expectations and represent operational excellence.

Beth Ryan, environmental compliance manager in the Solid Waste Department



Danette Huff

Employee Achievements

- Judy Johnson, administrative assistant in the Public Utilities Division, was nominated and selected to receive *The Venturing Leadership Award*, one of the highest awards (council level) in the Boy Scout Venturing Program.
- Jodi Walters, recycling coordinator in the Public Utilities Division, was recognized by the Golden Gate Area Civic Association and the Golden Gate Task Force for going above and beyond the call of duty for the betterment of the community.



Moving On

The Parks and Recreation Department held an open house for Mary Ellen Donner, an employee in the Parks and Recreation Department for more than 17 years, to congratulate her on her new assignment as the director of the Parks and Recreation Department in Henderson, Nev.



RETIREMENT

Barbara Brown retired from EMS after nearly 19 years of dedicated service with the department. “I worked with a wonderful group of people in the office and the medics in the field, and they became more than co-workers, they became family,” said

Brown. “Thank you Collier County, and especially Chief Page and all of the employees of

EMS, for making my career a most memorable one.”



Team of the Month



(Left to right) Joaquin Navarro, Irving Baez, Rolando Carrillo and Carlos Cabrera, Parks and Recreation staff from the Vineyards and the East Naples community parks, earned the recognition as “team of the month” for January 2007 for exceeding expectations every day!

CDES TEAM RECOGNIZED



(Left to right) Roger Jervis, Judy Puig, Ivette Monroig, Connie Whiteway, and Michael Levy were recognized at a BCC meeting in March, as Collier County's Outstanding Team for Winter 2007.

The Intake Team from Zoning and Land Development was selected for their outstanding commitment in creating and implementing the new Application Processing Sufficient Review Process.

“They willingly gave up valuable weekend time to revamp, collate, and purge the Intake Team files,” said Administrator Joe Schmitt, CDES. “The team collectively assisted in creating a workshop

guide book, a DVD explaining the new intake process, and held a workshop for their customers to introduce the new intake process.”

From July 3, 2006 through the end of the fiscal year, the team processed 460 projects through the new intake process. During this time, the team experienced a 96 percent success rate with sufficiency reviews at the time of submittal.

In Memory

Donna Mae Perkins passed away at the age of 84 on Dec. 27, 2006, in Minneapolis, Minn., after a short illness and declining health. Perkins was the first secretary in the County Attorney's Office and continued to work there until the age of 70. A resident of Naples since 1970, she is survived by five children and 11 grandchildren and six great grandchildren.

Employee Picnic Day

**Saturday, April 28
5:15 - 7:30 p.m.**

**North Collier Regional Park
15000 Livingston Road, Naples**

Enjoy food and games with family and friends at the 2007 Employee Picnic Day. Please RSVP for tickets and admission wristbands.

**Contact Ann Simpson at
AnnSimpson@colliergov.net or call 254-4022.**



Ossorio Selected as Employee of the Year

Mike Ossorio, contract licensing officer in the Community Development and Environmental Services Division, was selected Collier County government's Employee of the Year for 2006.

As one of four contract licensing officers working for Collier County government, he manages and directs all matters pertaining to Collier County licensing ordinances, researches, inspects and investigates complaints, as well as educates contractors about licensing requirements, policies and procedures.

"Most of the time I receive complaints that involve licensed and unlicensed contractors who have received large deposits of money for jobs under contract where very little work or no work at all has been performed," said Ossorio. "Unfortunately, many of the clients I help are elderly individuals who are targets of scam artists and unscrupulous contractors. Often times my clients have purchased goods and services that are not needed, and charged highly inflated prices."

In addition to responding to client complaints, he works closely with the City of Naples Building Department to check job sites for unlicensed activity and contractors working without permits. He also meets with local contractors to update them about changes in state laws and insurance requirements.

"In the last seven years, Ossorio and his team have recovered and returned over \$1 million to Collier County citizens," said Director Bill Hammond, Building Review and Permitting Department. "Mike's performance is the perfect example of *exceeding expectations* in action. His concern for the citizens of Collier County and his performance as a team player are exemplary and serve as a role model for all employees."



Atchley Selected Employee of the Month

Christopher Atchley, a craftsman in the Facilities Management Department, was selected Collier County government's Employee of the Month for January 2007.

An employee of Collier County government since 2004, Atchley continuously works to repair items pertaining to the structure or integrity, on both the interior and exterior, of county buildings.

"Chris is always upbeat and energetic," said Director Skip Camp, Facilities Management. "He focuses on improving customer service and treats each work assignment as if it is his only assignment. He is known for his quick response and for the pride he takes in his work."

During his employment with the county, Atchley has received 21 letters of appreciation and commendation from various individuals and organizations throughout the county and state.



Web Updates

Collier County government employees are continuously working to keep our Web site current and full of up-to-date information.

Since the redesign in October 2006, staff has added several employee-focused features including a service awards photo page, located on the Human Resources Department's site, <http://www.colliergov.net/Index.aspx?page=1743>, a "Careers" link on the homepage, as well as an online county video site <http://www.colliergov.net/index.aspx?page=1785>, for departments to showcase their services.

Any suggestion to improve the Web site can be sent to enews@colliergov.net.

New Hire List (from Jan. 1 – March 17, 2007)

Marc Agenat	Anthony Gaffoli	John Oswald
Jeffrey Barkin	Ricky Guyton	William Otto
Jeffery Bell	Scott Hamilton	Brian Owen
Natali Betancur	Patricia Henry	Carlos Perez-Sordo
Catherine Bigelow	Michelle Jay	John Perry
Daniel Blanco	Henry Jones Jr	Jaime Ponce
Rafael Bosa Jr.	Joseph Justice	Maricela Ramirez
Christopher Brown	Pamela Keyes	Timothy Rivard
Jeffrey Burr	Rowan Knoff	Joao Rodrigues
Jose Campbell Jr.	Michael Krietemeyer	Lazaro Rodriguez
Pedro Canas Martinez	Mariusz Krolczynski	Miguel Rojas
Lisa Carr	Eric Lima	Michael Sanchez
Bill Chatten	Charlotte Longmire	Mary Schrock
John Connetta	Iosif Lukacs	Tamika Seaton
Keith Darling	Gabriel Maldonado-Ramirez	Reggie Smith
William De France	Bendisa Marku	Jose Sosa Sanchez
Pallas Diaz	Kristin Mccree	Robert Sykora
Dennis DiSarro	James McInnis	Oram Tonge Jr.
Rene Dumesle	Marlene Messam	Herman Torres
Pam Eck	David Moss	Amanda Truitt
Shepherd Fernandes	Jonathan Musse	Tommy Wignall
Stephen Frates	Jonathan Nickerson	Karen Wilson
Joe Frazier	Clifford Ong	Steven Zihala

30 Year Service Awards



Jan Bennett, University Extension, celebrates 30 years of employment with Collier County government.

20 Year Service Awards



Steve Epright, EMS, receives his 20-year service award at a BCC meeting in May.

20 Year Service Awards



Robert Wiley, CDES; Mark Burtchin, Transportation; Tessie Sillery, Alternative Transportation Modes; Tracey Payne, IT; and Judy Scribner, Emergency Management, receive their 20-year service awards from Commissioner Donna Fiala.

25 Year Service Awards



Sue Filson, BCC, accepts her 25-year service award at a BCC meeting in January.

15 Year Service Awards



Bobby Allen, EMS, receives his 15-year service award from Commissioner Frank Halas.

10 Year Service Awards



Commissioner Frank Halas congratulates Terri Meyer, Traffic Operations; Julia Allen, Parks & Recreation; Patricia Rosen, Parks & Recreation; Joseph Boney, Parks & Recreation; John Clements, Building Review and Permitting; for their 10 years of dedicated service.



Commissioner Donna Fiala presents Ronney Cox, Library, with a 15-year service award.



Jim vonRinteln, Emergency Management, and Marilyn McKay, Library, received their 10-year service awards in March.

Not Available for Photo

20 Year

John Poczynski, EMS

15 Year

Gail Bonham, County Attorney's Office

Michael Sullivan, EMS

Steve Preston, Transportation

10 Year

Annie Alvarez, Parks & Recreation

Deborah Allen, County Attorney's Office

Gregory Barlow, Risk Management
Gumersindo Esperon, Transportation

Howard Brogdon, Water

Keith Wilt, Wastewater

Marc Matthews, EMS

Marla Ramsey, Public Services

5 Year

Alan McLaughlin, Isle of Capri Fire & Rescue District

Charles Keller, Wastewater

Deborah Mueller, Airport Authority

James Bendza, Parks & Recreation

Jan Lopata, CDES

Jason Regula, IT

Karen Brown, DAS

Kay Deselem, Zoning & Land Development Review

Pamela Gharabally, Library

Trudi Ramirez, Traffic Operations

Werner Hacker, Waste Water

5 Year Service Awards



(Not in order) Nancy Olson, Parks and Recreation; Roger Rieck, Parks and Recreation; Meryl Samuels, Library; Kathleen Otto, Library; Jennifer Lind, Library; Jayasree Gopalan, Library; Joanne Wannemacher, Library; Andrew Vaniscak III, Transportation Maintenance; Sarah Deville, Library; Dennis Nolan; Roy Wooliscroft, Parks and Recreation; Patrick Baus; Peter Hinkley, DAS; David Pitts, Parks and Recreation; David Levitt, DAS; Patrick Thir, Water; Joseph Schmitt, CDES; are congratulated for their five years of public service with Collier County.



Gary Putaansuu, Transportation; Raymond Feliz, IT; Barry King, Transportation; Melissa Hennig, Facilities Management; Patricia DeGroot, Library; and Raymond See, Wastewater, celebrate five years with Collier County government.



Produced by the Communication and Customer Relations Department

John Torre Sandra Arnold Lavah Hetzel