



Administrator's Message

GREETINGS EVERYONE. I hope you enjoyed the long holiday weekend. It's hard to believe that fall is here and the kids are heading back to school. For Tim, Samantha and I, our weekends will be filled with Michigan football games and a few more visits to the farmers market. I have thoroughly enjoyed this summer, but I'm also looking forward to the cool fall weather and beautiful fall colors. I hope you take some time to enjoy the changing season. This newsletter is filled with a lot of great information - enjoy! As always, feel free to contact me directly at 222-3401 or by [email](#) with any feedback, comments, or suggestions.

Board of Commissioners Update

Just a quick reminder that the Board of Commissioners will begin their normal meeting schedule, the first and third Wednesday and Thursday of every month beginning in September. Be sure to check the Board's schedule [online](#) for any changes. The agendas can be viewed [online](#) the Friday before the scheduled meetings.

If you plan to submit materials for the Board's consideration please be sure to send materials to [I-resolution](#) at least two weeks in advance of the actual Board meeting. The 2010 Board action request deadlines can be viewed [online](#) as well.



News from the *Administrator*

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GIVING BACK TO THE COMMUNITY



Community giving and support have been a part of Washtenaw County's culture for as long as I can remember. Over the years, employees have given their time and money to support agencies, such as United Way, the Red

Cross and Food Gatherers .

This recession has hit our community hard and it has even had an impact on our internal United Way campaign.

Year	Total Campaign Amount	# of Donors
2009	\$52,097	172
2008	\$76,360	234
2007	\$88,377	346
2006	\$86,920	450
2005	\$80,106	378
2004	84,182	426

Over the past few years our giving has decreased, indicating just how severe this recession is. It paints an all too familiar picture of the County's budget – decreasing resources with increasing need. Last year, about 20% of our employees choose to donate to the United Way Campaign, but I hope that number goes up this year. Choosing to give or not give is entirely up to you, but I hope you decide to give. Actually, I would like to challenge every employee to give in this year's campaign no amount is too small, just give.

2010 United Way Campaign
September 13th—October 8th

SAVING LIVES



Two places. Two blood drives. Two opportunities for employees to give the gift of life. We are partnering with the [American Red Cross](#) to host two blood drives. I hope you will consider donating because the need is great.

Did you know that in the U.S., someone needs a blood transfusion every two to three seconds, and 95% of all Americans will need a blood transfusion at some point in their lives? About four million people receive blood transfusions in the U.S. every year and this figure is expected to increase in years to come due to:

- the aging population;
- the rising number of surgeries performed in the U.S. that require transfusions (such as open-heart surgery, knee-replacement and hip-replacement operations); and
- the increase in procedures and surgeries, such as organ transplants that require numerous transfusions. A bone marrow transplant patient needs three weeks of transfusions and a person undergoing a liver-transplant operation requires 20 units of blood or more.

If the need for blood continues to increase then our pool of donors needs to as well. If you have never donated I challenge you to let this be your first opportunity and if you donate regularly ... thank you.

Monday, October 18th

10 am - 4 pm

Towner—Room 1120

Friday, October 22nd

10 am - 4 pm

200 N. Main—Lower Level Conf Room

Contact Administration's [Joanna Bidlack](#) at 222-6731 to schedule an appointment.

A CARROT CULTURE?



A few weeks ago an [article was posted on eCentral](#) highlighting the winners of the 2010 Employee/Team awards. I would like to also take a moment to personally recognize the winners who have demonstrated

dedication, kindness and a true commitment to serving the residents of Washtenaw County.

I think it's important to recognize employees who have gone above and beyond - **creating a carrot culture**. This is an environment where employees are valued and appreciated for their contributions leading to greater passion and performance.

I have found the employees' stories of excellence inspirational and a great reminder to never settle for just getting the job done, but rather to exceed the expectations. I hope you take the time to read these stories and to congratulate the winners. A kind word goes along way!

Katherine Grant/MSUE

Employee of the Year

Mary Crawford/FOC

Manager of the Year

Jennifer Kulp/14A District Court

Supervisor of the Year

Brian Mackie/Prosecuting Attorney

Excellence in County Government

CSTS Vocational Staff

Service and Program Improvement

Kenyetta Fields/Trial Court Probate

Citizen/Customer Service Achievement

Hazelette Crosby-Robinson/WCHO

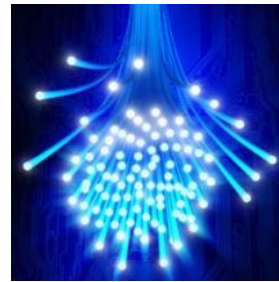
Derrick Jackson/Office of the Sheriff

Mary Jo Callan/Community Development

Leadership Award

Winners will be formally recognized at the September 27th [Group of 180 meeting](#).

FIBER NETWORK PROJECT



This project will replace the county's technology backbone with a new fiber network that will provide high speed data connectivity to 16 Washtenaw County Government locations running over 90 miles of optical fiber. How does this impact you? Well, employees should

notice dramatically increased data speeds.

The project began in June 2005, when we conducted an analysis to evaluate our current network performance and to identify future trends in network usage. The study revealed that our network capacity was no longer sufficient. An analysis at the time determined that the 10 year payback for building our own data network was over a million dollars (versus costs for leasing a network). As a result, the Board of Commissioners decided to "establish proper network connectivity" as part of the Space Plan. The main goals of the project were to reduce or eliminate leased service costs and improve productivity internally. Adequate technology strongly correlates with productivity – consider the importance of connection speed, reliable access to core technology applications, and the benefit of a robust and redundant connection to the Internet. Essentially, this project will provide a long term solution to the growing need for high speed bandwidth and data connectivity.

As we are building the network, the cost savings look like they'll be larger than we anticipated. The County currently leases its network infrastructure from AT&T at an annual cost of \$376,000. **The total project cost of acquiring our own fiber optic network is \$2,748,934 (almost \$1 million below the initial estimate)**, which translates into an annual debt service payment of approximately \$339,000. **This will generate an estimated annual savings of \$37,000. In ten years though when the bond is repaid, the County will realize a savings of the entire lease payment to AT&T (\$376,000) since the network will actually be owned outright.**

This is a collaborative project where an education consortium was established between Washtenaw County, Merit Networks, EMU and the installation vendor, Fiber Link and they will share ongoing costs.

The network is near completion. The downtown Ann Arbor core network was scheduled for completion at the end of August and other locations are scheduled to be complete at the end of November.

MEASURING OUR SUCCESS



In 1997, Washtenaw County began conducting the Organizational Capability Survey (OCS). Since then, every two years all regular employees have been invited to take part in the survey. The OCS has become one of the primary

tools we use to measure how well we are doing at fulfilling our mission. It is a major component of our commitment to continuous improvement, giving each employee the chance to tell management how we're doing, and what might be done to improve services, both internal and external to the organization. The OCS helps us to measure ourselves both as a service provider and as an employer.

Your honest feedback throughout the years has been critical to helping this organization become what it is today – *a true world class service provider and an organization that we should all be very proud of.*

The last OCS was conducted in 2008, which means we are scheduled to do it this year. With that said, I've really been torn as to whether we should move forward with the survey considering we've had so many leadership changes in just a few short months. In my opinion, the new leadership team needs time to coalesce and develop a shared vision for Washtenaw County government in the coming years. For this reason I have decided to forego this cycle of the OCS. The Organizational Capability Survey will continue to be an important resource for this organization moving forward and we are committed to reinstating it in 2012.

“The OCS is the best way to tell our successes from our failures.”

CSTS/WCHO INTEGRATION



Collaboration, consolidation and integration are difficult conversations during tough economic times. In addition, external factors beyond our control often force us to change whether we're ready or not. Many of you will remember that back in 2002

the State mandated changes in managed care for Medicaid-funded mental health and substance abuse services. As a result of this mandate the department known as Community Mental Health (CMH) became two separate departments: [Community Support & Treatment Services \(CSTS\)](#) and [Washtenaw Community Health Organization \(WCHO\)](#). Each organization had distinct roles, the WCHO focused primarily on administration and distribution of the mental health funding to providers within the community, and CSTS provided mental health services under contract to the WCHO.

In recent years, increased community need, changes in regulatory guidelines and changes in leadership are pushing the WCHO and CSTS to redefine the relationship and work more closely together once again. Bill and I have been meeting with Patrick Barrie and Donna Sabourin regularly to manage this change. We anticipate most of the impact to be programmatic although there may be some modifications to staffing. Patrick and Donna are preparing a staffing recommendation and plan to present it to Administration in the next few weeks. Significant benefits of the WCHO/CSTS integration include the reintegration of budget, finance, and administrative functions which will drive down cost per consumer; realignment of resources and improved access to services particularly in the 48197-98 zip codes.

A formal presentation will be given at the Board of Commissioners' Working Session on Thursday, September 16th. The presentation can be viewed [live online](#) or as an [archive webcast](#) following the meeting.

TELL US WHAT YOU KNOW!



Last month, I had the honor of participating in the [Women's Equality Day Celebration](#) – celebrating the 90th Anniversary of Women's Rights To Vote. The program recognized women in leadership positions throughout Washtenaw County and was a great reminder that women

haven't always been able to vote, much less participate in leadership roles. As many of you know, I'm delighted to serve as your County Administrator and I'm honored to be the first woman to ever hold this position in Washtenaw County. The fact that hiring a woman for this role wasn't a big deal is a testament to how far we have come as a society.

During this program a quiz was distributed to the participants and I thought I would pass it along to you to test your knowledge of the history of women's rights. Here's an incentive: take a few moments to complete the quiz and send your answers to Administration's Joanna Bidlack. ***I will personally give the first person who answers all these questions correctly a \$50 Visa Gift Card.***

Please answer each question with the **woman's** name and years served.

1. Who was the 1st woman mayor of Ann Arbor?
2. Who was the 1st woman mayor of Ypsilanti?
3. Who was the first State Rep for the 53rd District?
4. Who was the first State Rep for the 54th District?
5. Who was the 1st State Senator?
6. Who was the 1st United States Representative?
7. Who was the 1st United States Senator?
8. Who was the 1st President of U of M?
9. Who was the 1st President of EMU?
10. Who is the 1st County Administrator?
11. Who was the 1st County Drain Commissioner?
12. Who was the School Board member?
13. Who was the 1st Policewoman?
14. Who was the 1st Governor?
15. Who was the 1st Superintendent of Ann Arbor Public Schools?
16. Who was the 1st woman on Ann Arbor City Council?
17. Who was the 1st Circuit Court Judge?

COMMUNITY LITERACY



I have been an active member of the Literacy Coalition of Washtenaw County since the beginning, now four years ago and the mission shared by so many still resonates with me today – ***to end illiteracy in Washtenaw***

County. I believe the partnerships between public, private, educational and nonprofit sectors are critical to improving literacy efforts while striving to 100% literacy and that's why I've decided to continue supporting the coalition and support this event.

In celebration of International Literacy Day the Literacy Coalition of Washtenaw County will be hosting a breakfast and planning session to raise awareness and call others to action in support of ending illiteracy.

LEARN

- What is literacy?
- Our community's progress toward 100% literacy.
- How literacy coalitions are transforming communities nationwide.

TAKE ACTION

- Shape the priorities of our community literacy plan, the Blueprint to End Illiteracy in Washtenaw County.
- Engage with community members to discuss literacy coalition models.
- Plan your next steps in the journey toward 100% literacy!

Date	Wednesday, September 8 th
Time	7:30-8:30 am Breakfast 8:30-11:30 am Planning Session
Location	WISD 1819 South Wagner Road Ann Arbor, MI 48104
RSVP	734-730-0079 www.lcwconline.org

CONSOLIDATING K-12 PUBLIC SCHOOLS



I recently received an email from Leigh Greden, Eastern Michigan University's Executive Director of Government and Community Relations, referring me to a series of stories promoting the significant cost savings that would accrue through K-12 public school district consolidations. These articles, of course, were in response to Governor Jennifer Granholm's budget recommendation that included \$50 million dollars being set aside for grants to districts that consolidate. I anticipate this controversial topic will soon pick up speed, so I've included some links below to resources that might be helpful as the discussions begin to ensue.

[Article on Mlive.com](#)

[School District Consolidation Study](#)

[Projected Savings broken down by County](#)

Results of a study commissioned by a number of newspapers indicated that after three years of reorganization, the state could save up to \$612 million a year accomplished simply by consolidating hundreds of districts into 83 countywide school systems. Given the resistance at the community level to the consolidation of school districts, attention was also given to alternative strategies that could still reduce costs, such as coordinating administrative services, program coordination across districts and a much less formalized approach called voluntary inter-district coordination – details of each strategy can be found in the study.

I think this is a radical idea but full of possibilities. Regardless of the outcome these are exactly the type of conversations we need to have if we are sincere about transforming local government and our community. I have found this information to be incredibly interesting and inspiring, so I hope you'll take some time to sift through it.

At this time, I'm not sure what our role will be but I can say that the [Eastern Leaders Group](#) has been engaged with the school districts on this issue.

Last June, the ELG hosted a meeting where, for the first time, all the eastern School Districts met with ELG leaders to begin to outline some options to improve performance and identify how civic, university and private leaders can assist in this endeavor. What they learned was the School Districts have already started a consolidated approach to developing programs that not only help a particular school district but are available to all students in the region. Having several learner-centered options shared throughout the region will greatly enhance the success of students in eastern Washtenaw County. At their meeting later this month, the ELG will hear from the districts about additional program options developed over the summer. I will keep you informed as information becomes available.