



News from the Administrator

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“The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy.”

~Martin Luther King, Jr.

Administrator’s Message

INSIDE THIS ISSUE:

-United Way Update	2
- Community Town Hall to be Rescheduled - Administrator’s 2017 Planning Initiative	3
- Getting to Know: Kristen Schweighofer	4

Hello everyone, and welcome to February!

Where does the time go? I’ve been your Administrator for about 90 days, and while I feel like we’ve accomplished a lot, we still have a long road ahead of us. My office has been busy working on a number of projects, including a list of planning initiatives that we hope to address and accomplish in 2017. You’ll find information on those initiatives on page 3 of this newsletter, and I hope you find it both informational and encouraging.

Our new Commissioners have settled in nicely, and are quickly learning their way around the organization. I hope you’ve had a chance to meet them and learn a little more about their visions for the future of Washtenaw County. The work we’re planning to do this year will keep all of our commissioners busy, and the outcomes will benefit everyone!

One of the larger projects we’re planning to immediately undertake is to restructure the Administrative offices, and being planful for both quality of service delivery and considerate of succession planning, while remaining budget neutral.

So, for the administrator’s office specifically, we are re-visiting the two deputy administrator model, although in this iteration, they’re called Division Chiefs — each will be assigned specific departments to oversee, with a direct report back to me. This model has served us well in the past, but when the economic downturn struck in the mid-2000’s, we had to make some difficult decisions and were forced to eliminate both of those positions. I’m looking forward to having the Administrator’s office fully staffed, as it will be the first time in nearly a decade that we’ve been able to operate at full capacity. This staffing will provide for an equitable distribution of duties and allow us to become more involved in each of your departments and help you to provide even better services to our community.

While I worked with my team to evaluate the changes necessary in Administration, I asked them to look for opportunities in other areas as well. So, after numerous conversations regarding the cost of our outside legal counsel, we made the determination that a savings could be garnered by bringing a labor attorney in-house. The savings would actually provide for the restructure of our Corporation Coun-

sel/Risk Management department and allow us to be much more efficient and proactive. Plus, in the interest of succession planning, it also affords the opportunity to have someone work closely with Curtis Hedger before he decides to retire. Overall, it’s a win, and a cost savings, for all of us.

So, as this restructure was approved by the Board of Commissioners at Ways & Means on February 1, I’m looking forward to full passage on the 15th so we can begin the process of improving efficiencies and service delivery to our citizens.

These are interesting times; my team and I are looking forward to the challenges and accomplishments 2017 is going to afford us! We all have a significant role in helping Washtenaw County to continue its excellence in customer service and satisfaction. Now, let’s get started.

~Greg

United Way Update



Reminder: Our annual food drive begins in March!

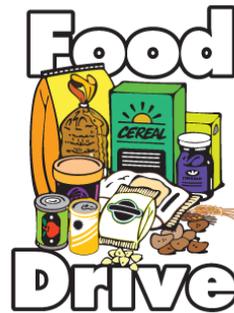
Volunteer Center goes Mobile!



United Way of Washtenaw County's online Volunteer Center can help match your interests with local agencies in need, plus, it has just been upgraded to be mobile-friendly, check it out:
www.VolunteerWashtenaw.org



2017 UNITED WAY UPDATE



Our first event for 2017 is our annual food drive. This event is very important to our community because it helps to restock the shelves of our local food pantry, Food Gatherers. The food drive will begin on February 27th and end on March 28th. Food Gatherers will place bins at most County locations. During this time you will be able to bring in any items you would like to donate. Some suggestions of items in high demand are: canned food

items, baby food or formula, diapers, Ensure, dry goods, pasta noodles, powdered milk, peanut butter, toothpaste/toothbrushes, soap, shampoo, and disposable razors.



On deck for the Spring: Your committee is hard at work planning a new Grand Slam for the United Way fundraising event. They are very excited for this new opportunity and can't wait to share it with you. More details will follow as we finalize them. I hope everyone will consider participating!

2017 United Way Campaign Calendar: Overall Goal \$71,250

2017 Events:			
EVENT	DATE	GOAL	OUTCOME
Food Drive	Feb 27-March 28	\$4,000	\$
Day of Action	June	20 Volunteers	
Stuff the Bus	August	\$17,500	\$
Grand Slam for UW	May	\$250	\$
Annual Campaign	September—November	\$41,000	\$
Annual Online Auction	September—November	\$4,000	\$
Washtenaw Cares	November—December	\$4,500	\$

Click [HERE](#) to Like Your United Way Committee on Facebook!

Community Town Hall to be Rescheduled



Regrettably, due to circumstances beyond our control, we had to cancel last month's Community Town Hall meeting with very little notice.

Please know, I am working with our Board of Commissioners, our elected officials, our department heads and my staff to identify a new date and time for this very important community gathering.

Be sure to watch this newsletter, eCentral or eWashtenaw for details — we'll release them just as soon as they become available.

Thank you for your patience and understanding!

2017 Planning Initiative



At the Board of Commissioners Working Session meeting on Thursday, February 2, my team and I presented a list of Administrative projects that need the organizations attention in 2017. The reason for this presentation was twofold; first, I evaluated and condensed the information many of you provided to me at our recent Town Hall meetings and incorporated those issues into a list of actionable items I believe we can accomplish this year. Then, because my bosses are the Board of Commissioners, I needed to share my thoughts with them and make sure their priorities aligned with me and the other 1300 employees of Washtenaw County. We had an excellent meeting, with some in depth conversations about priorities, service delivery and resource allocation. Ultimately, we reached an agreement on what we can accomplish, how we're going to do it and a timeline we are all comfortable with. Throughout the year, I'll use this list to update you, the community and my bosses on our progress... it's an ambitious list of important, yet deliverable projects, all of which are necessary to move Washtenaw County to a higher level of excellence in service delivery.

Of course, we can't accomplish anything without you, so don't be surprised if you start seeing some changes throughout your department and elsewhere in the county. MUNIS is slated to go live in the 3rd quarter, and it's going to take a lot of heavy lifting by the implementation team—because after they get the program just the way we want it, they get to show you how to use it. Then, we will revisit the Employee Engagement Survey you completed last year—we plan to offer a second survey in the fall, and compare the results to learn where our true strengths and challenges lie. I have a team working to create an exciting new Leadership Development program, one that will provide our own internal talent the skills necessary to move into leadership positions within Washtenaw County.

I am incredibly pleased that we have identified our priorities for 2017, we've developed a plan to accomplish them, and together, we're going to do it! You can find the full list here. I value your thoughts and input, please feel free to contact me with your feedback and ideas.



Getting to Know: Kristen Schweighoefer



"It's easy to do great work when those around you are committed to excellence."

~Kristen Schweighoefer

This month, I'd like to introduce you to our 2016 Manager of the Year, Environmental Health's Kristen Schweighoefer. A seasoned veteran here at Washtenaw County, Kristen does an outstanding job with community outreach and education, including providing guidance to our local restaurants by helping them adhere to health code regulations and provide safe meals to their customers. Kristen also works tirelessly at building an outstanding team — leading, of course, by example. Never one to shy away from a challenge, Kristen also takes on special projects with enthusiasm and a sense of purpose. Read on to learn more about our 2016 Manager of the Year, Kristen Schweighoefer:

Would you mind sharing a little about yourself?

I am the Environmental Health Director of the Environmental Health Division of Washtenaw County Public Health. I've been with the county for almost 17 years and have been the EH director for about 3. I have lived in and around Ann Arbor for about 23 years, including the 6 years I spent getting my bachelor's degree in biology and master's degree in public health from

the University of Michigan. I currently reside in Pittsfield Township with my husband, twin 4 year old son and daughter, a dog and cat.

How long have you been with Washtenaw County – why did you choose us for your career?

I have always worked for Environmental Health, but Environmental Health has been through many department reorganizations. When I started, we were part of Department of Environment and Infrastructure Services, then we were our own department for a while, the Department of Environmental Health Regulation, we were reorganized to be under Planning and Environment and then several years ago moved back to reside as a division of Public Health. We have always legally operated under Michigan's Public Health Code, so this reorganization feels most like home.

What does your job entail?

Environmental Health is a wonderfully broad field that aims to protect the health of the public by limiting or preventing exposure to hazardous physical, chemical, and biological agents in air, water, soil, food, and other environmental sources. That means we are

a lot of things to a lot of people. Our core programs include restaurant inspection, water well permitting and well water testing and septic field installation. We also review hazardous chemicals stored at businesses to ensure safe storage and disposal and review well and/or septic information for residences during a property transfer. We address rental housing complaints, or as I like to call it the rats, bats, cats, mold and bed bugs program. This past year has really brought environmental health to the forefront with people seeing daily news headlines about lead in the Flint water supply and the 1,4-dioxane plume in Ann Arbor. There are also emerging issues,





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~Kristen Schweighoefer

like looking for the mosquito that carries Zika virus. It’s not been found in Michigan, yet, but it’s in neighboring states. My role is to keep all of these things running smoothly and support staff as they do the great work in all of these areas.

You are highly regarded by your co-workers and those you serve, what would you say is the secret of your success?

I don’t think it’s any secret. I work with amazing people. It’s easy to do great work when those around you are committed to excellence.

As with any job, I’m sure there are challenges and rewards. What would you say is the most difficult and the most satisfying about what you do?

The Environmental Health division enforces many regulations designed to protect the health of the public we serve. This can be challenging because we have to cite violations and enforce regulations, which as you can imagine aren’t always well received by those we are regulating. That being said, it is also one of the most rewarding aspects of our field. People make positive changes that help protect public health and are so excited to showcase those

changes. Those are win-win situations.

What’s your favorite part of your job?

There is always something new on the forefront in environmental health. In the past year alone, there were new items to address in the dioxane contamination, Zika virus made headlines in the US, there was a vapor intrusion investigation in a residential home near a local dry cleaning operation and there was an intentional food contamination at a local grocery store. A coworker once said every day is like a box of cracker jacks. You open it up and never know what prize is inside. The day to day events are like the surprises inside that cracker jack box!

If you could share just one bit of advice to help others be successful in their role within Washtenaw County, what would that be?

Listen – really listen – to what others are saying and then respond to others with dignity and respect. In the regulatory world, it is not uncommon for customers to be frustrated by complex rules and regulations that, from time to time, result in an angry phone call to me. I try to remember that the person calling was so upset

that they took valuable time out of their day to call me. I listen to them. Really listen. I take notes. I do not think about my response. I empathize. I can’t always provide the solution the customer wants, but I can always take the time to hear them out and make sure their concerns are understood. Everyone brings something valuable to the table if we take time to listen.

Wow! As I get to know the talented employees of this organization, I continue to be amazed with the leadership and commitment they provide, not only to their co-workers, but also to our citizens. Kristen, we are truly fortunate to have you working along side us, you and the work you do are nothing short of amazing. Thank you for choosing to do that work right here in Washtenaw County, because we’re all better off with you on our team.

Greg