

Administrator's Message

- Verna Mc Daniel

"Hello Again Everyone! As Summer comes to an end and we head into Fall, I would like to reintroduce our monthly Newsletter. It is my hope everyone enjoyed these hot summer months, full of outdoor activities, stayed cool by swimming, or enjoyed all that this County and great State have to offer during this time of year.

As this Fall approaches, I am truly electrified by the up-coming election. And I encourage everyone to stay informed and get out to vote.

This also is the time when we begin to wrap up our current year and look ahead into the potential of the coming New Year. I predict that 2013 will be an outstanding year and looking forward, I see all the great opportunities for our organization and staff as we move *Future Forward* and continue to create *Positive Community Impact.*"

Group of 180

Our last Group of 180 meeting has been set and scheduled for the end of this month. It is at this time of the year that we recognize our *Superstars* of the organization. This event will take place as of the following:

Title: Group of 180 Leadership Meeting **Date:** Monday, September 24, 2012

Time: 8:30 am - 12:00 pm

Location: Washtenaw Community College, Morris Lawrence

Building

Please look for up-coming announcements on the agenda that will be presented for the meeting.



- Are you a "10X-ER"?

News from the _____

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Cross Lateral Team (CLT) Update

Since my last newsletter in February, Administration has been working to reorganize in order to better serve our citizens, our communities, and our employees while simultaneously reducing overall Administrative costs. To that end, I made the decision to not refill the position of Deputy Administrator and create a team of qualified individuals to fulfill the various responsibilities of that job. While our Cross Lateral Team has been in place for several months, I'm pleased to report we completed our team in late July with the arrival of our support staff, Elaine Holleran and Lisa Moutinho.

Elaine Holleran - Support Staff/Administrative Analyst

Executive Assistant to Administration and the Board of Commissioners

With extensive knowledge and experience in all levels of government, Elaine looks forward to learning more about Washtenaw County while working alongside the knowledgeable and experienced County employees.

<u>Lisa Moutinho</u> - Support Staff/Management Analyst

Responsible for day-to-day operations of Administration

Lisa has 12 years of Washtenaw County experience, all with the 14A District Court. She is eager to expand her skills and knowledge in order to better serve her fellow employees and citizens of Washtenaw County.

<u>Definition</u>: The Cross Lateral Team (CLT) is a group of employees from various functional areas of the organization who are all focused on a specific objective and are responsible to work as a team to improve coordination and innovation across divisions and resolve mutual problems. This structure is a team based approach that promotes better communication and collaboration along with operational effectiveness to manage the County. The CLT structure eliminates the need to climb a lengthy chain of command to receive approval and acts as a steward of resources and has collective organizational knowledge.

Our Mission: To assist in advancing all Departmental operations throughout the county.

Our Goals:

- 1. Effective communication and collaboration, both external and internal, to enhance service delivery and customer service.
- 2. Effective resource allocation.

Benefits to the Organization:

- Decades of institutional knowledge
- ♦ Enhanced teamwork
- ♦ Increased access for decision making and implementation
- ♦ Organizational communication
- ♦ Improved communication
- Coordination and knowledge transfer among all team members

Weekly meetings are conducted with all members in attendance to focus on major issues the County faces at any given time. Ideas are discussed by all members from the varying Departments, giving diversified strategic perspectives. The CLT has helped create a more unified exchange of ideas, while decreasing isolation and the silo approach to decision making.

Cross Lateral Team (CLT) Members

Who we are/Our roles & responsibilities:

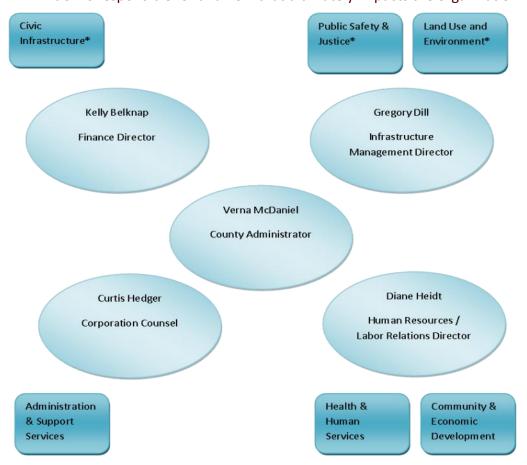
The CLT incorporates a wide range of styles, skills and abilities, act as a steward of resources, as a means to positively impact the community.

Verna McDaniel - County Administrator

• Will keep direct contact with all Elected Officials and Judges to ensure smooth and cohesive lines of communication are maintained.

Kelly Belknap - Finance Director

- ♦ Civic Infrastructure
 - ♦ Clerk, Treasurer, Equalization
 - ♦ Works closely with the departments that make up the Civic Infrastructure group, as these departments have key roles in the revenue generation that impacts our organizational budget. Also will be working closely with Equalization in the upcoming months to ensure a solid foundation of knowledge of the work Equalization is responsible for and how that ultimately impacts the organization.



<u>Curtis Hedger - Corporation Counsel</u>

- Administration & Support Services
 - Corporation Counsel, HR/Labor Relations, Risk Management, Administration, Infrastructure Management, Finance, Retirement Boards
- Oversees the Departments in Administration and Support Services. To that extent, he
 will be working with those Departments on all of their initiatives as well as their daily operational issues.

Cross Lateral Team (CLT) Members

Gregory Dill - Infrastructure Management Director

- Public Safety & Justice
 - ◆ Sheriff, Trial Court, District Court, Prosecuting Attorney, Public Defender, State Probation
 - Works closely with the Public Safety & Justice communities to provide effective operational support, move forward special initiatives, and ensure the integrity of their infrastructure needs.
- ♦ Land Use & Environment
 - Building Inspection, Environmental Health, Water Resources, Parks & Recreation, MSU Extension
 - Works closely with departmental leadership to move their business plans and move forward special initiatives through the provisioning of the organizations resources.

Diane Heidt - Human Resources/Labor Relations Director

- ♦ Health & Human Services
 - ◆ CSTS, link with WCHO, Public Health, Washtenaw Health Plan, link with DHS, Children's Services—Head Start
 - ♦ Office of Community & Economic Development
 - Works closely with the Office of Community & Economic Development, as well as Health & Human Service departments to ensure that they are provided the necessary resources they need to create community impact. Continues to learn more about the in-depth services and programs that they provide for the citizens of Washtenaw County.



Fact or Fiction

Did the CLT receive an 8% pay increase?

Fact: No, the CLT was reclassified in accordance with County policy which called for a 4% increase. The Deputy County Administrator position was placed on Hold/Vacant. The total impact due to the restructuring of the County Administration office, including position eliminations, creations, hold vacant placements and team appointments, resulted in a net savings of \$163,252.

Medical Benefits Update

Updates Regarding Your Benefits

You will be receiving a NEW ID card from BCBSM!!! BCBSM is updating its computer systems to improve service to customers. As a result, they must issue new Blues ID cards to its members.

The ID card will contain new codes that correspond to the new billing system. Rest assured there are no changes to your benefits or out-of-pocket amounts you pay.



We expect you will receive your new ID cards mid to late September. Please begin using the new card effective October 1, 2012.

You will also have a new Blue Cross Blue Shield of Michigan customer service number. This number will be printed on the back of your new Blues ID card. Look for your new ID card in the mail.

Open Enrollment Update

<u>It is time to begin thinking about Open Enrollment – Plan changes</u> Effective 1/1/2013

Open Enrollment is your annual opportunity to review and update your medical and dental benefits, life insurance, and long-term disability. There are also voluntary benefits that you may wish to purchase (e.g., vision insurance and short-term disability), as well as make elections for health care and dependent care reimbursement accounts. The new elections you make during Open Enrollment become effective January 1, 2013.

This year's Open Enrollment is November 1-15, 2012.

Please watch eCentral for upcoming announcements regarding Drop-In Sessions as well as benefit options.

Performance Evaluation

Taleo Out....New EZ Performance Evaluation Process in the Works!!

We've been listening to your concerns. As a result of tremendous feedback across the organization, Human Resources have been collaborating with IT staff to create an in-house evaluation process accessible through EZ (employee zone). This system will replace the current evaluation system, *Taleo*, for Non-Union, AFSCME Local 2733 and AFSCME Local 3052 employees.

Beginning January 1, 2013, the 2012 performance evaluations will begin being processed using the new EZ process. The 2012 calendar year evaluations will be due January 25, 2013.

Initially workplans will NOT be completed via the new process; however a standalone workplan template will be available on eCentral. A link will be provided within the new system to the workplan template. Current workplans in *Taleo* will not be available in new evaluation process during the initial phase.

Phase I Anticipated Advantages

- Ease of use! Simplicity!
- One access point for managers/ supervisors/employees/
- No need for multiple passwords/logins.
- Save \$\$\$.

Human Resources will not be assigning new members to the *Taleo* system effective September 1, 2012. Therefore, please have employees complete a workplan via the stand alone template available on eCentral under *Business Services - Classification and Compensation*.

During Phase II, prior evaluation history will become available, and the workplan process will be added to the EZ system.

We want to thank you all for your feedback regarding our performance evaluation tools, and look forward to a much improved, effective system for the organization.



Did You KNOW?!!!

Beginning with our October Newsletter, look here for a featured article focusing on an exciting activity or event by either an individual County Staffer or County Group/Department. The article will spotlight positive contributions or actions made by County Staff. We look forward to highlighting extraordinary members of our Washtenaw County Community.



2013 Banked Leave Days

Through the cooperation and commitment of union and non-union employees alike, 10 banked leave days were agreed to as part of the 2011 – 2013 collective bargaining agreements. These agreements assisted Administration in bringing forward a balanced budget for 2012 & 2013. As part of the agreement, ten (10) days shall be taken throughout 2013, of which eight (8) are designated for County and Court-wide closure. The days that have been designated for 2013 are:

2013 Banked Leave Days

- Friday, Jan 18 (attached to Martin Luther King Day)
- Friday, February 15 (attached to President's Day)
- Friday, May 24 (attached to Memorial Day)
- Friday July 5 (attached to 4th of July)
- Friday August 30 (attached to Labor Day)
- Friday October 11 (attached to Columbus Day)
- Friday November 8 (attached to Veterans Day)
- Monday, December 23 (attached to Christmas)

The designated days selected were done so to ensure the least amount of disruption to customer service to the citizens of Washtenaw County. There are known exceptions that have been identified, particularly in programs that can not completely shut down services.

The remaining two days shall be scheduled time off taken throughout 2013.

Again, thank you for your continued goal of excellence in providing service delivery to the citizens of Washtenaw County. The agreements reached, and leadership shown, allows us to continue to provide service to all citizens of the County in the areas of public safety and justice, human services, environment and land use, civic infrastructure, as well as support services, many of which are our most venerable citizens and in need of such services.

The remaining designated banked leave days during 2012 are:

Remaining 2012 Banked Leave Days

- Friday, October 5th (attached to Columbus Day)
- Wednesday, December 26th (attached to Christmas)
- Thursday, December 27th (attached to Christmas)
- Friday, December 28th (attached to Christmas)

Again, many thanks to all of you and the commitment you have shown for the citizens of Washtenaw County.