As we reflect on 2013, I thought I’d take a few minutes to review some of the programs, events and activities the Management Council undertook over this past year. I not only want to give our members a sense of what we accomplished, but also to encourage increased participation and solicit suggestions so we can enhance our services. The year began with a resoundingly successful educational program on January 31st with Gordon Graham entitled “What is REAL Risk Management”. Mr. Graham had his audience in stitches while simultaneously delivering timely, relevant, and informative messages focusing on what’s important to protect public resources. On the heels of that, the 2012 Management Council Award recipients were recognized at the Board of Supervisors’ meeting on February 5th. In keeping with the Council’s mission, we strive to publicly celebrate the achievements to increase awareness about the tremendous work being done by our members.

During spring 2012 the entire County family was invited to participate in the Corporate Games, and participate they did. For the third year in a row the County of Ventura came out on top of the “A” Division, validating that the strategies and hard work of our Event Coordinators is paying off. The Management Council has been sponsoring the County’s participation in the Corporate Games since 2003, creating opportunities for camaraderie, teamwork, and interacting with businesses and industries from throughout the region. In addition to sponsoring registration, the Council advances funds for the production and sale of t-shirts and festivities at the closing ceremonies.

On June 13th, the Council sponsored another educational program – this time with Mike Staver who explained why “Leadership Isn’t for Cowards”. The event was, like our January event, very well attended and relayed important messages about the differences between leading and managing, clarifying that leadership isn’t just mechanics, but also a state of mind as true leaders make courageous decisions. He asserts that leadership messes with people’s lives; their beliefs, perceptions, and vulnerabilities. Those in attendance came away with useful tools to apply in their jobs because as he explained, leaders exist throughout an organization regardless of position.

(Continued Page 2)
President’s Message continued

The Council held another information session with Mr. Powers at the State of the County on May 16th. This periodic event invites managers to hear directly from the CEO about current issues, ongoing strategies, and to engage in discussions of interest to our members. We also continued our series “Things You Should Know”, with regular events scheduled the first Wednesday of each month. For those who were unable to attend, most presentations are archived on our website and can be found here: http://vcmanagementcouncil.org/education/tysk.htm. If you have a suggestion for a topic or would like to volunteer to be a presenter, please contact Melissa.Livingston@ventura.org. The purpose of this series is to increase our members’ knowledge of the depth and breadth of services provided by the County, so feel free to let us know what you’d like to hear about. A popular social event is our members’ BBQ, this year held on June 6th—an event with excellent (at least as reported by attendees) and reasonably priced food in an atmosphere designed specifically to maximize one’s ability to socialize without a formal program. With members spread throughout the County, this event brings people together in a geographically centralized location so they can mingle in a relaxed setting.

Then our flagship event, the annual Management Council Awards Program was held on December 5th with extensive coverage found elsewhere in this newsletter. As reported in the last issue, the Council will transition the Awards program to a luncheon event for 2014 and is seeking volunteers to design a fun and festive evening activity for the holidays. If you’d like to be involved, please let us know!

We undertook two initiatives over the past year in an effort to improve the delivery of services for our members. We conducted a member survey to ascertain priorities and preferences from our members, results of which were reported in our June newsletter (also archived on our website). Overwhelmingly members told us that educational programs are a high priority. As such, we’re planning some new and exciting programs for 2014 so watch your e-mail box for announcements. The second improvement we initiated was a shift to online registration for our events. This shift dramatically improves the accuracy and efficiency of registering and checking people in, and has been well received by our members.

So, as you can see, the Council has been busy delivering what we hope to be services that are valued by our members. While everyone covered by the Management and Unrepresented resolution are eligible to participate in our events, those who are dues-paying receive significant discounts. Non dues-paying members are encouraged to review member benefits at our website – www.vcmanagementcouncil.org and if interested in joining, download a membership form to take advantage of all that the Council has to offer. We look forward to another productive year in 2014 as we continue to enhance and increase services for our members. On behalf of our entire Board, we extend our best wishes to you and yours for the happiest of holidays.

Casting Call for Trainers

The Training Committee has been working hard on developing courses to help our managers enhance their skills and become a well-rounded manager. But, now the Training Committee needs your help. We are seeking high energy managers willing to train other managers in the areas of: employee performance, empowering and mentoring, critical thinking, time management, communication and leadership. Instructors would be asked to teach no more than 3 times a year. If you’re interested in training others and being part of the commitment for County excellence, please contact Training Administration at: Training.Administration@ventura.org or at (805) 654-2682.
CEO’S TOP 10 REASONS
"2014 IS GOING TO BE A GREAT YEAR"

10. The State's already taken all our money - there's nothing left to take!

9. They're only transferring the non-serious offenders to us right?!
   - we're bound to find out just what an evidenced based practice actually is.

8. Detroit and Stockton are making us look good.

7. The Electronic Health Record program will include Drones carrying our medical records

6. Despite Chris Stephens' protest, next year's Management Council dinner will be a massive Food Truck event - all approved by Environmental Health of course.

5. The Taxpayers Association realizes: hey those bureaucrats at the County actually do know what they're doing!

4. The Health Care and Human Services Agencies are going to take over the Insurance Exchange and show 'em how it's done!

3. That outrageous travel rule allowing Business Class for flights over 2 hours will be eliminated - for all flights to eastern Europe.

2. Climate action goals are achieved when Paul Grossgold’s GSA fleet services purchases all new Prius’ for the Sheriffs and Firefighters - hmmm a Prius ladder truck.

1. Jeff Pratt has committed to drinking decaf & finally,

   No more GroupWise!!!

HAPPY NEW YEAR
Marissa not only embodies the five award characteristics, but as a leader and manager for HSA's, Adult and Family Services, she is passionate about the mission; she engages and empowers her team, forges mutually respectful and beneficial relations within the community, and leads by example. She brings great honor and respect to the role of being a public servant, and performs her service without reservation or judgment, and with a sense of pride and dedication to the most vulnerable.

This past year Marissa has led many initiatives all focused around bringing resources together to address unmet and emerging needs impacting the most needy and vulnerable in our community. Of greatest visibility was Marissa’s instrumental role in assuming the lead Administrator of the County Homeless Information Management System (HMIS); rebuilding and strengthening the system, rebuilding the trust and engagement of key non-profit partners; while expanding accountability for administering a Federally funded program that facilitates improved access to housing services and efforts to end homelessness across the county.

Marissa’s most notable work has been the behind the scenes roles that she has played in addressing disaster response and recovery in our County. Marissa's leadership in support of disaster response related to the Spring Fire in Camarillo resulted in a safe and well coordinated evacuation and return of displaced residents of the RAIN facility as well as the October 2013 Oxnard residential fire that displaced over 95 individuals requiring temporary relocation to an emergency shelter. In both instances Marissa stepped up in an Incident Command role to define the impacts to those directly affected; aligned her team, initiated communication processes, identified key partners and resources; and began the process of case management services and supports. Marissa worked tirelessly, hand-in-hand with her team throughout each event dedicated to serving those impacted, addressing their most urgent needs, in a compassionate and humanistic way.

Marissa will tell you her team did all the work, but what her team knows is how valuable she is to their success and how worthy she is of being recognized and acknowledged for her unique contributions and leadership.
Superior Customer Service

Donna Gillesby
Animal Services

While many County managers serve their customers with dedication and distinction, only one County manager’s commitment to customer service extents to the animal kingdom. From serving the Animal Services Commission’s city council members and the Board of Supervisors to the emotionally charged world of animal advocates and pet owners, Donna Gillesby must serve many customers, please many masters, and face constant challenges. However, there is one customer base that always comes first to Donna, and that is the animals in her care. Donna has excelled at building community partnerships, implementing management innovations, and increasing volunteerism, which together have resulted in a substantial reduction in the euthanasia rate at the County Animal Shelter, better care for the shelter animals, increased cost effectiveness, and better experiences for her two-legged and four-legged customers. Donna has reopened the Simi Valley Animal Shelter, implemented "return home" for lost animals, brought veterinary care in-house for improved cost effectiveness and enhanced customer service of both people and pets, greatly increased the number and creativity of direct-adoption events around the county, brought in a dog behavior analyst to aid in adoption placements, and many other operational improvements and customer service innovations.

Mentoring

Stephen Wade
Sheriff’s Office

Stephen Wade’s daily activities represent all the characteristics noted in the description of this award. Steve leads his team by example and actively participates in, as well as, develops team building activities. People want to work for Steve because of his caring attitude and the fact that he is caring, supportive, and routinely shares his wisdom, technical experience and time with them. People can count on Steve to be available at all hours of the day—every day—as evidenced by the many phone calls, text messages and emails he receives and answers during his off-duty hours from people looking for advice or guidance on an issue. Under Stephen’s tutelage, employees have become more productive, are more positive about their role within the organization, have been promoted, they became better supervisors and leaders, and have been selected for specialized assignments this past year. Stephen was successful in his mentoring efforts this year because he recognizes the importance of aligning the employee’s training and development efforts with the agency’s goals and objectives in a way that creates a positive and lasting experience, which not only improves the employee’s efforts and attitude, but in turn benefits the agency and the citizens we serve.
Management Council Award Recipients

Innovation

Chris Lathrop
Sheriff’s Office

The Sheriff’s Office has made remarkable advancements in the use of technology thanks to Chris’ efforts, which has resulted in an invaluable contribution to the efficacy of services to the public and safety of Sheriff deputies.

Chris’ most notable work stems from his collaboration with IT Services staff in the development and continual improvement of a new intelligence tool for our iPhones—an application called iCop. The iCop app has greatly enhanced a deputy’s ability to quickly access and retrieve information on past clients, which has provided critical officer safety information to deputies in the field. This new application has also enhanced an investigator’s ability to track down violent criminals and assisted in the quick identification of suspects and victims, which in the past took many hours to accomplish. The iCop app is also used by deputies to electronically submit Field Interview cards, which used to be handwritten and then manually input into the Record Management System—sometimes days later. This saves time, improves efficiency, and provides immediate access to information.

Best Kept Secret

Tricia Maier
Resource Management Agency

Tricia does an amazing job for the Resource Management Agency/Planning Division. She is in charge of a host of diverse programs in the Division including the Cultural Heritage Board, Mobile Home Park Rent Review Board, Census/Demographic Information, Data Management, Condition Compliance and Film Permits. She has immersed herself in every area of these subjects to spot the deficiencies in the program areas and made impressive and immediate strides in improvements—such as new websites, easy to understand forms, procedure handbooks for staff to follow for consistency in our process, and great new informational handouts for our customers. She was one of the chief architects for the One Stop Permitting website, and a key player in the Get-to-Excellence-Plan which improved the discretionary permit process for both staff and our applicants.

Tricia does “over and above” great work—not because she has to, but because she believes in our mission to serve the public and lives it each day she walks into the building.
As Manager of the Office of Integrity Assurance within HSA’s Human Resources Division doing the right thing, challenging status quo or standards of behavior in the workplace is not always popular. Don is also the Agency Civil Rights Officer and WIA (Workforce Investment Act) Equal Opportunity Officer. Don supervises the State Appeals Adjudication team, affording clients their due process for programs and services including CalFresh, Medi-Cal, CalWORKS, and General Relief, to name a few. More recently, Don became part of the agency’s risk assessment team that deals in sensitive areas such as gifts and gratuities, donations, or reporting technology abuse.

Don comes to work, holds himself and those he works with to a high standard, and goes about his business with finesse, patience, and due diligence. He lives by following motto “Real integrity is doing the right thing, knowing that nobody’s going to know whether you did it or not.”

---

Did you know there was a Management Council website that anyone can access to learn about the Board of Directors, the Council bylaws, and membership opportunities? On our website you will also find current and past Newsletters, a link to the latest State of the County address from CEO Mike Powers, as well as, information on the benefits of membership and enrollment forms found in the “Membership” tab. To access our website go to: http://www.vcmanagementcouncil.org/index.htm.
Since assuming the role of ITS Director, Mike and the entire ITS team has done an excellent job of innovating and enhancing critical IT services, while at the same time lowering the cost of those services. As seen in the two CSAC awards recently given to the County, ITS has developed innovative applications such as the ICOP program for the Sheriff's Department, as well as the Electronic Case Management system for HSA, a paperless system which has lowered overhead costs and vastly improved clients' access to services.

In light of the County's significant budget challenges caused by the recession and State cuts, Mike and the ITS team have lowered their ISF rates by over 12% over the last three years. They have accomplished this through reducing costs while expanding services and customer base. This amounts to over $5 million in reduced and avoided costs which has been a significant benefit to nearly every County department and protected vital county services.

Equally important as the results are the manner in which they were achieved. Mike and team have listened to their customers, built trust and provided excellent customer service.

I think there is truth to the rumor that ITS is the catalyst for Apple's new vision statement, "We must keep pace with Ventura County IT Services". At least this is our view.

Paul is the epitome of a leader who brings honor and respect to public service. Paul Grossgold is seen as a person who is a consummate professional, leader, and a team player. He builds a culture of excellence and provides opportunities for individual and system-wide improvement. Paul has provided training, opportunity, and coaching for his team, and is an active participant and supporter of Toastmasters. In leading the County's implementation of Lean Six Sigma, Paul enthusiastically chaired the Service Excellence Council for its first three years.

Numerous complements about the high quality of customer service come from departments and the public about GSA employees from purchasing and graphics, to parks and facilities. Like ITS, Paul and the GSA team have done an excellent job of lowering the central overhead costs and ISF rates for departments. As we have heard, these savings have been a big help to departments efforts to sustain services.

New initiatives can be a challenge to start and sustain. It was wonderful to have a leader such as Paul who always jumps in to support any new County initiative from sustainability to economic ability. And finally, after his own fine military service for our County as a former Flight Officer and Captain in our Navy, Paul is a tireless advocate for recognition and support services for our deserving veterans. In short, Paul is what good government is all about.
Our Mission

The Ventura County Management Council promotes excellence among its members by providing opportunities for professional growth through education, networking, exchanging information, celebrating success and developing future leaders.

To this end, the Council will work to host, create, develop, fund, market and evaluate events and resources that support its members to become active and effective participants in the governance of Ventura County.

E-mail: Management.council@ventura.org

Save The Date

- 12/17—Recognition of Award Nominees and Recipients at Board of Supervisors
- 12/25—Christmas
- 12/26—Kwanza begins
- 12/31—New Year’s Eve
- 1/1/14—New Years Day
- 1/20—Martin Luther King Jr. Holiday
- 1/29—Sarita Maybin—“How to Stay Positive and Focused in Uncertain Times”
- 2/5—TYSK—Dave Thomas, RMA: “The Shocking Truth about Photo Voltaic”
- (TBD) - General Membership meeting first quarter of 2014

“THINGS YOU SHOULD KNOW” (TYSK) presentations are located in the Board of Supervisors’ Hearing Room at 4 p.m.