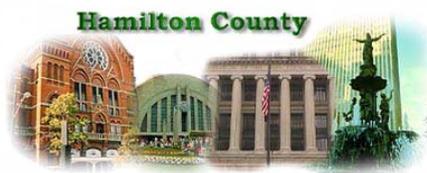


Hello, Hamilton County



January 14, 2005



E-News for Hamilton County Residents and Staff

www.hamilton-co.org

Tsunami Donation Campaign

The county's campaign began January 10 and will run through January 21. Donation cards have been distributed. If you did not receive a card, contact your payroll officer.

Please return your donation and pledge card in an envelope to your payroll officer prior to the end of the campaign. Accepted methods of donation include checks made payable to the American Red Cross, cash, and credit cards.

You may also call the American Red Cross directly at 579.3000 to make a credit card donation on behalf of Hamilton County, or visit www.cincinnati-redcross.org to make a secure online contribution. Employees may designate Hamilton County in the "in honor of" space for tracking purposes.

If you have questions related to tsunami donations, contact Kim Pennekamp at 946.4705.

Thank you for your donation.

Hamilton County welcomes Commissioner Pat DeWine



This month, Commissioner Pat DeWine was sworn in as a Hamilton County Commis-

sioner. DeWine has served taxpayers since 1999, when he was first elected to Cincinnati City Council.

After the November election, DeWine and Commissioner Phil Heimlich researched and visited some of the best-run county governments in the country. They found that these counties had a lot in common.

They had a strong customer service focus, they were relentless about stewarding taxpayer dollars, they were willing to merge services across political boundaries, and their budgeting processes were based on careful strategic planning, focusing on goals, priorities and careful measures of results.

DeWine has already begun to implement some of these innovative programs in the county. This week, the Commission passed the **secret shopper program**. This year's budget will include a **gainsharing program** to reward employees who save taxpayers money. He will also introduce a **managed competition process** where the county, guided by a group of citizen volunteers, will system-

atically examine county services as prospects to be put out for bid. He has already begun to look at how we can improve the **building permit process**. Finally, he will work with Commissioner Heimlich to put real performance measures in place for every county department. And by the end of the year, a county report card will be issued; giving county residents a tool to measure the services they are getting for their tax dollars.

DeWine's goal is that in five or ten years when some newly elected county commissioner is looking at counties for models of how to do it right, they will come and visit Hamilton County.

Quote of the Issue

"I submit to you that if a man hasn't discovered something he will die for, he isn't fit to live."

~Martin Luther King, Jr.
Speech in Detroit
June 23, 1963

Secret Shopper Program

Secret shopping is an invaluable tool. The county will use secret shopping as a continuous improvement technique and process for improving customer service and enhancing customer satisfaction. A secret shopper is someone who conducts business with a department under the guise of being a regular customer when, in fact he or she is reviewing and evaluating customer-department transactions. The secret shopper process looks at service delivery through the eyes of an average customer. It is a single point-in-time snapshot of how a customer views a department. A secret shopper review not only helps discover problem areas and provide information or needed improvements, it also highlights areas of excellence.

County employees are invited to sign-up for the upcoming Secret Shopper Certification program. If you are interested in becoming a secret shopper for the county, contact Sharon Booker at 946.4428 or send an e-mail to sharon.booker@hamilton-co.org no later than January 25.

We will serve the residents of Hamilton County by providing the best and most responsive county government in America."
— Hamilton County Vision

Krings' resignation accepted by Commissioners

Dave Krings, the county's Administrator since December 1991, resigned effective January 14, in a special meeting called by the Board of Commissioners.

In his comments, Krings acknowledged his family members present, wife, Chris and daughters, Amy and Sarah. Daughter, Katey is attending college out of state. Krings thanked the commissioners, past and present, for the opportunity to serve the residents of Hamilton County. He indicated he has been blessed serving and living in Hamilton County. He is proud of the job he has done and thanked the county's elected officials for their cooperation over the years.

Following Krings' resignation, commissioners passed a resolution appointing Suzanne Burke as Interim County Administrator. Ms. Burke is currently Director of the county's Job and Family Services department.

A nationwide search will be conducted for the county's next administrator.

2005 mobile mammography schedule

January 21, 8:00 a.m. — 4:00 p.m.
Alms & Doepke Building, 222 E. Central Parkway

January 25, 1:00 p.m. — 3:30 p.m.
River City Correctional Center, 3220 Colerain Avenue

January 27, 8:00 a.m. — 4:00 p.m.
Taft Building, 230 E. 9th Street

January 28, 8:00 a.m. — 4:00 p.m.
County Administration Building, 138 E. Court Street

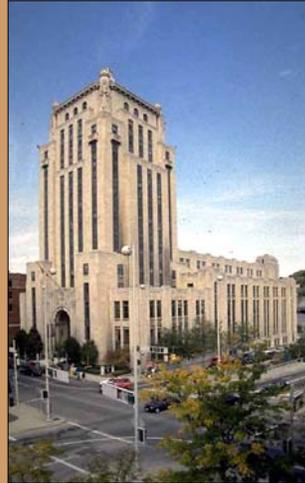
February 4, 8:00 a.m. — 4:00 p.m.
Alms & Doepke Building, 222 E. Central Parkway

February 10, 8:00 a.m. — 4:00 p.m.
Job & Family Services, 237 William Howard Taft Road

February 17, 8:00 a.m. — 4:00 p.m.
Alms & Doepke Building, 222 E. Central Parkway

Call 686.3300 to make an appointment.

Department of Facilities receives Award of Merit



The Ohio Historic Preservation Office recently awarded the county's Facilities Department its Preservation Award of Merit for the department's stewardship of the 800 Broadway building. Facilities was one of ten honorees receiving the award.

Facilities' Director, Ralph Linne received the award during a luncheon at the Ohio Historic Society Building. Facilities was the only recipient of the award for stewardship of a historic building, and the only government body among the ten honorees.

The key to receiving this award, according to Linne, was the continued efforts of the department's management staff to ensure that 800 Broadway retains the beauty of the original art deco design of the 1930s.

This is the county's third award from the Ohio Historic Preservation Office. Previous awards were for the restoration of Memorial Hall in 1993, and the rehabilitation and adaptive use of the Victorian-era Alms & Doepke department store building in 1995.

Congratulations to Ralph Linne and the Facilities' Department staff.

Presidential election recount and chad check successful

During December 2004, staff at the Board of Elections (BOE) were busy recounting ballots cast in the November Presidential Election. "We also had to recheck each ballot for hanging chads," stated John Williams, BOE Director.



Bill McJoynt and Charles Wagner,
BOE Operations Department

Melanie Allen, BOE Community Outreach Coordinator joked that chad checking should be considered a science. Melanie was kidding, but chad checking is serious business. The process requires a representative from each major political party to examine ballots from a particular precinct for improperly attached chads. Two independent presidential candidates requested and paid for the recount.

The December results were consistent with the final results provided by the BOE, confirming that the BOE officers and staff continue to perform an excellent job at conducting fair, accurate, and efficient elections.

Adoption

For Information Call 513.632.6366

Vaughntae

born: October 15, 1990



Active and responsible, Vaughntae wants to be a social worker and a lawyer. Although she struggles with certain subjects like math, Vaughntae likes school and does well. Her favorite subject recently was ancient Egypt.

Like most girls her age, Vaughntae likes movies and music. She likes to sing along with her favorite hip-hop or rhythm and blues group. Vaughntae is also very physically active. She likes to rollerblade, ride her bike and jump rope. Double Dutch is her favorite and she used to be on the YMCA's Double Dutch Team.

This pleasant young woman really makes an impression. She is close to her sister and needs a family that will help her stay in touch and help her realize her dreams.

Help enrich the life of a child in need.

Suzanne Burke to serve as treasurer of statewide organization



Job and Family Services Director Suzanne Burke has been named treasurer of the Public Children Services Association of Ohio (PCSAO) Board of Trustees for 2005.

PCSAO is a proactive coalition of public children services agencies that promotes child safety, family stability and community strength through the development of sound public policy, program excellence, training, and technical assistance.

Suzanne joins directors from Coshocton, Guernsey, Ross and Green counties' children's services or job and family services agencies on the Board of Trustees' Executive Committee. Executives from nine other county agencies fill other trustees' posts.

Suzanne brings a strong financial background to the position. She has served in a number of fiscal posts during an extensive career in public service. Before becoming director of the 1,600-employee department in January 2002, she was the county's budget director for five years.

For more information on the county's Job and Family Services department, including Suzanne's bio, visit www.hcjfs.org.

Word for this Issue

skookum

(SKOO-kuhm)

adjective

Powerful; first-rate; impressive.

[From Chinook Jargon, from a Chehalis word meaning spirit or ghost.]

If you have a word you would like to share in one of our issues, send an e-mail to sharon.booker@hamilton-co.org.



Building Commissioner presented Career Achievement Award

Tonia F. Edwards, AIA, CBO, the county's Building Commissioner, was presented with the *Career Achievement Recognition Award* by the Southwest Ohio Building Officials Association (SWOBOA). Tonia was recognized for her continued efforts to mentor, educate and improve Building Code Regulations, Code Enforcement and the public understanding and perception of the Building Inspection profession.

Tonia is past president of SWOBOA and currently serves as Director-at-Large for the Cincinnati Chapter of the American Institute of Architects.

The award acknowledged Tonia's work on behalf of SWOBOA and the Ohio Building Officials Association.

Congratulations Tonia!

TurnAround "At Work" Program

Employees interested in becoming *Weight Watchers* members are invited to attend the *TurnAround "At Work"* Program informational meeting on January 28, noon until 12:45 p.m., in Room 710 of the County Administration Building.

If you are interested in joining after attending the meeting, just complete a pre-registration form and pay \$144 for the 12-week series. A *Weight Watchers* facilitator will conduct the weekly meetings each Friday during the lunch hour. For more information about this program, contact Kim Pennekamp at 946.4705.

Computer recycling event continues to grow

The Solid Waste Management District conducted its final computer recycling collection event of 2004 at the Hamilton County Fairgrounds. The total amount of computer equipment collected by the District in 2004 was 556 tons.

This year, the District expanded the collection event to include Butler, Clermont, and Northern Kentucky counties. The event was also opened to businesses, residents, non-profit organizations and schools.

For information about future collection events, call 946.7732 or visit www.hcdoes.org.

Hello, Hamilton County 2005 article submission deadlines

January 20	February 3 and 17	March 17 and 31	April 14 and 28
May 12 and 26	June 9 and 23	July 7 and 21	August 4 and 18
September 15 and 29	October 13 and 27	November 10 and 24	December 8 and 22

Print and post

*Hello,
Hamilton
County*

in your area!

Can't attend the Wednesday public meeting? We would still like to hear from you.



Commissioner Pat DeWine
pat.dewine@hamilton-co.org



Commissioner Phil Heimlich
phil.heimlich@hamilton-co.org



Commissioner Todd Portune
todd.portune@hamilton-co.org

"Got News?" Email sharon.booker@hamilton-co.org. Deadline for next issue: January 20.

If you have questions or suggestions for future editions, please contact Sharon Booker, 946.4428. To subscribe or unsubscribe visit <http://www.hamilton-co.org/newsletter/>. *Thanks to those who contributed to this issue.*