Not Just Makin’ Copies
A Look at Printing Services

This story is the result of a suggestion made to The Pen via the Story Idea Form.

When you walk in the door of the Print Shop, more formally known as the Clerk’s Printing Services under Ken Burke, Clerk of the Circuit Court and Comptroller, you are greeted by a welcoming smile from Ruth Ann Morton, Administrative Support Specialist. I was also greeted by the manager, Steve Twardowski, and Todd Balika, Assistant Manager, who led me on a tour.

I didn’t know what to expect of the main production area. Actually, it’s spacious, clean, brightly lit and only a little noisy. You immediately notice the American flag suspended from the ceiling when you first walk in. It conveys the impression that the employees are dedicated public servants, proud of their country and their work.

I noticed they all seemed intent on their tasks. The operators have to keep an eye on the machine he or she is running.

That Was One Bright Idea!

The Employee Suggestion Award Committee and the Safety and Emergency Services department awarded the maximum $2,500 to Alvin Roach, Network Technician Supervisor in the Radio and Technology Division. His idea saved the County an estimated $222,732.

The suggestion was entitled “Using NOKIA SAR-A W’s and segmenting off 40MB of bandwidth from the County’s microwave hop between the Public Safety Complex in Largo and St. Petersburg Police Department. This made it appear as a separate microwave hop and allowed the department to move forward with upgrading SPPD Vesta 911 system.”

I spoke to Alvin. Here’s what he had to say:

Congratulations on earning a Bright Idea Award!

Your idea involved using existing equipment (a microwave dish already in use and directed to St. Petersburg Police Department) rather than buying a new and very expensive...

Continued on page 7.

Continued on page 8.

L-R: Jackie Weinreich, Division Director, Radio and Technology, Alvin Roach, Network Technician Supervisor, Radio and Technology, Safety & Emergency Services, Charles Freeman, Division Director, Regional 911.
“In Our Own Words” is a place for employees and retirees to send in your stories. You pick the topic! We’ll take your submissions any way you’d like to send them—from an Outlook message to a handwritten note. Please keep it to no more than three paragraphs. All pieces will be reviewed and may be edited.

Online, you can complete a quick and easy Story Idea Form.

Emails may be sent to Employee.Communications@pinellascounty.org.

Hard copies may be sent via interoffice mail to Human Resources Communications, 4th floor, 400 S. Fort Harrison Ave., Clearwater.

Please be sure to include your name, department/location, and a way to reach you.

HR Wants Your Feedback

Have you seen the new “How are we doing?” link on HR’s website and emails? Take this quick anonymous Customer Satisfaction Survey whenever you contact Human Resources.

Let us know: Did you get what you need in a timely manner? What do you think we can do to improve? We want to hear from you to help us serve you better.

What is Your Ethnicity?

NEW! The Office of Human Rights and Human Resources have partnered to offer our employees an opportunity to self-identify and update your race and ethnicity category(s) in OPUS.

What does it say in OPUS now?

When you applied for a job with Pinellas County – however many years ago that was – you had the option of indicating your race and ethnicity on the application. What you entered (self-identified) is what you’ll see when you go to verify or update your race and ethnicity.

Why are we doing this?

The U.S. Department of Justice, Office for Civil Rights, revised the race and ethnicity categories used in their data collection and has provided new guidelines for state and local governments, including Pinellas County. The categories will assist us in our reporting requirements to the federal government (as a recipient of federal funds), and are also consistent with the race classifications used in the U.S. Census, they more accurately reflect the diversity of our nation’s (and county’s) population, and they allow individuals to more accurately self-identify.

We’re working hard to get accurate data so that we can make sure the Pinellas County Government workforce is a true reflection of the diverse community we serve. You can help.

What should you do?

Take a moment to verify or update your demographic group in OPUS. See How to Self-Report Ethnicity in OPUS. If you don’t see an ethnicity selected, that means you have not previously self-identified.

This is NOT mandatory. If you elect not to self-identify, your current category will remain in effect.

PLEASE NOTE – In accordance with guidance from the federal government, persons who self-identify as BOTH “Hispanic or Latino” AND any other race will be included with those employees who self-identify as “Hispanic or Latino.”

If you have questions, please contact Human Rights at 464-4880.
Q. What is the County’s position on medical marijuana?

A. Marijuana is still a prohibited substance under the County’s Drug-Free Workplace Program policy. Employers in the State of Florida can and still do prohibit marijuana under their policies.

Although it is medically available, its use is still prohibited by federal law. Even when a substance is legal—alcohol, for example—an employer can still have a policy that prohibits an individual from being at work under the influences of substances that can severely affect that person’s ability to satisfactorily perform their job.

From another perspective, supervisors monitor employee performance and if they believe an employee may be at work under the influence of a controlled substance or alcohol, they can order reasonable assurance testing. Having been prescribed medical marijuana is one thing. Being at work under the influence of it would be the violation of policy.

Q. This morning a co-worker applied a personal fragrance that caused me to experience light headedness and a resulting prolonged headache. The odor lingered in the room, hallway and restroom. I stated to the individual that the fragrance was causing me to feel ill and I left work 30 minutes early. I texted my supervisor and informed him immediately of the situation.

Does the County have a formal policy regarding wearing fragrances in the workplace? How should I handle this situation if the co-worker chooses to wear that particular fragrance again?

A. Some people may not realize that there are others in the workplace who have negative reactions to perfumes, colognes, shampoos, or other fragrances. In fact, in some cases, these sensitivities may have serious health consequences. This situation could also be of concern to customers and citizens.

The County does not have a Personnel Policy on the matter although your Appointing Authority or department director may have a policy. We hope that everyone will be mindful of the health and well-being of their fellow employees and customers.

When employees encounter this situation, they should politely let the individual know of the effect the fragrance has on them and let their own supervisor know as well. If one is not comfortable approaching the individual personally, we suggest you request that your supervisor share this message and ask staff members to please refrain from using personal grooming products that emit fragrances or detectable odors.

If the situation continues, we advise taking the complaint up the chain of command.

Learn Today, Be Ready for Tomorrow

The 2019 Learning Catalog is available online.

The catalog presents learning opportunities for employees and members of the Consortium and provides a framework to develop your knowledge and skills. View the catalog.

Registering for a Course is Easy!

Pinellas County offers over 100 free instructor-led courses which you can take during work hours with supervisor approval. It’s simple to register in OPUS and now we’ve made it even easier with updated instructions including screenshots:

- OPUS Registration: Quick Reference Guide
- OPUS Registration: Step-by-Step Guide
YOUR TOTAL REWARDS
Health ● Wellness ● Retirement ● Compensation

Travel Plans?
Do you and your family have upcoming travel plans? Did you know that our life insurance company, The Standard, provides our employees with Travel Assistance services, whenever traveling 100 miles or more away from home?
Travel Assistance services are available 24 hours a day, 7 days a week. In addition to coverage for employees, both spouses and children through age 25 are eligible for Travel Assistance services.
You can view the information on travel assistance on our website under Benefits, Life Insurance and Additional Benefits.
For more information, call (866) 455-9188. If calling to activate Travel Assistance Services for the first time, our Group ID is D2STD, and the Activation Code is 181002.

Classification & Compensation Study Implementation Update
As of May 2, HR staff has conducted all of the 36 appeal meetings and reached decisions on 15 of the appeals. The appellants have been notified individually by email of the findings and results. HR has recommended recategorizations or reallocations associated with 4 of the completed appeals. The appeals that resulted in a recommendation of “no change” have the option to appeal to the Unified Personnel Board.
HR is beginning the next phase of the study and will discuss the objectives, timeline, roles and responsibilities with the Appointing Authorities at a May meeting. We will then share next steps with our employees following the results from that meeting.
For more information and to stay up-to-date, view the Classification & Compensation Study web page.

Don’t forget, as a Pinellas County employee, you are a member of the YouDecide employee discount program. Visit www.pinellascounty.org/hr/discounts.
There are NEW offers from YouDecide including 9Round, Shipt, and LasikPlus. View the flyer for more information.

Take Care of Yourself
In May’s To Your Health newsletter, you will find articles about:

- Loneliness and your health
- The measles vaccine
- Employee wellness achievements ... and more!

BENEFITS PARTNERS

DENTAL
Cigna
(800) 244-6224
www.mycigna.com

EAP/BEHAVIORAL HEALTH
ComPsych
GuidanceResources
(866) 615-3047
www.guidanceresources.com

FLEXIBLE SPENDING ACCOUNT (FSA)
WageWorks
(877) 924-3967
www.wageworks.com

HEALTH SAVINGS ACCOUNT (HSA)
Optum Bank
(800) 791-9361
www.optumbank.com

LIFE INSURANCE
Standard Insurance Company
(855) 290-9479
www.standard.com

MEDICAL
UnitedHealthcare
(888) 478-4752
www.myuhc.com

PRESCRIPTION
Express Scripts
(866) 544-9221
www.expressscripts.com

VISION
Davis Vision
(800) 999-5431
www.davisvision.com
Tribute

Bill Sova, 61, an Environmental Specialist 2 in the Division of Environmental Management (Public Works) passed away April 25, 2019. Bill had worked for Pinellas County since 1991 in Development Review Services and then Environmental Management. He is survived by his wife Wendy.

From Bill’s coworkers:

He was a dedicated employee who was passionate about protecting the environment and making our County government better every day. He was incredibly knowledgeable and made many great contributions to our program over the years, helping it move forward in numerous ways. He was also a deeply caring man, who would do anything for his teammates.

We will greatly miss his unwavering sense of humor, and his steady moral compass. Everyone here is better for having known him. Our thoughts and prayers are with his family.

I am heartbroken by the passing of our coworker, Bill Sova. He fought a long battle. He was my co-worker, mentor and friend. Bill’s presence will be missed by our work group. He always put others before himself. He was a humble soul and a dedicated civil servant to the residents of Pinellas County for 28 years. He went to work with a purpose and safeguarded our waterways. I am thankful to have met Bill. His wife and family are in my prayers.

-Michelle Monteclaro

Bill will be sorely missed and always remembered for the fine example he provided as a thoughtful, dedicated, and hard-working public servant.

-Andy Squires

Bill will be missed by his coworkers. He was an integral part of the Environmental Management team and truly cared about Pinellas County and its natural resources. Bill was respected for his knowledge and dedication. We will always remember him fondly.

-Mary Freiburger

Keeping You Informed

Explore the Human Resources Website:
- www.pinellascounty.org/hr
- Benefits
- Employee Relations
- Health and Wellness
- Jobs/Career Opportunities
- Pay and Classification
- Retirement
- Learning and Development

Read Our Publications:
- The Pen - employee newsletter - (monthly)
- To Your Health - employee wellness newsletter (monthly)
- Leadership Notes - newsletter for supervisors and subscribers (monthly)
- Retiree Connection - newsletter for retirees (quarterly)

Follow Us on Social Media:
- Facebook - PCGovCareers
- Facebook - PinellasVolunteers
- Twitter - PCGovCareers
- Twitter - VolInPinellas
- Instagram - PCGovCareers
- LinkedIn - PinellasCounty

Learn About the Latest EAC Activities:
- Employees’ Advisory Council

Stay Up-to-Date on Projects:
- Classification & Compensation Study

Pinellas Parler Toastmasters Club
Want to improve your confidence? Become a better speaker? Develop leadership skills? Come see what Toastmasters can do for you! Meets the first and third Thursdays of every month, 6:00 to 7:15 p.m.

NEW meeting location: Florida Botanical Gardens, Gardenia Room, 12520 Ulmerton Road, Largo. Membership is open to all.

For more information, visit the website: https://pinellasparler.toastmastersclubs.org/.

WHERE LEADERS ARE MADE

Toastmasters International
Employee Communications Survey Results

The results of the Employee Communications Survey are in. Over 772 employees responded. Here’s what we learned.

1. **Email** is a powerful communications tool and most employees access their email every day.

2. Many employees prefer **face-to-face** communications and rely on their supervisors and fellow employees for information.

3. About 30% said they use the Human Resources **website** to get information.

4. The most frequent **suggestion** for alternate means of communication was using smartphone apps or broadcast texts during critical campaigns, such as Benefits Annual Enrollment. Face-to-face group meetings also ranked highly along with reaching out to employees at home via home mailer or home email.

Here’s what HR is going to do to:

**Continue to send broadcast emails.** It’s a good tool which most employees rely on. On average, HR sends out 9 email blasts per month regarding time sensitive and/or critical topics such as pay, benefits and internal employment opportunities.

**Continue putting important information in The Pen and the To Your Health online newsletters.** The Pen’s average readership is over 4,000 for each issue, and the To Your Health averages over 1,800 views per issue.

**Increase the use of Supervisor Toolkits.** HR will not only send supervisors advance information but a list of questions we think you might have, and the answers, so supervisors will be equipped to answer your questions.

When possible, **send flyers to worksites** to print and post in common areas.

**Enhance or establish HR presence at staff meetings** to be available to answer questions and provide accurate information.

Explore the use of smartphone apps including cost feasibility and legalities regarding public records.

**Continue to post all important information on the HR website.** The site receives over 2.5 millions hits per year on average. **We urge all of our customers to become familiar with the Human Resources website - www.pinellascounty.org/hr - and check back often.** This is our primary means of communication and contains a great deal of information you need. (The quickest way to find info on our website is with the A to Z Index, on the blue menu bar.)

**Send home mailers** when appropriate. For example, we send home mailers for Benefits Annual Enrollment so that spouses/domestic partners who are also affected can be a part of the decision-making process. We also mail the personalized Total Compensation Statement — a very informative document — to your home. Other items may need to be mailed to your home because the method of delivery is considered a reliable standard of communication.

Thank you to all who completed the survey.

We want to hear from you. If you are unclear about an HR matter, contact us at 464-3367 or humanresources@pinellascounty.org.

**Find it Fast:**

Our A to Z Index was viewed 16,000 times last year! Find what YOU need on the HR website quickly and easily, too. Access the link on the blue menu bar from any Human Resources web page. New index items are added frequently. **Let us know** if you have items to add.
to make sure the paper and other supplies don’t run out. If they do, it slows down production while the operator replenishes supplies.

The machines: Some are a big as a small car. At least of the printing presses has steps built-in so you can reach the top.

**Multiple products**

It’s not just about “printing” at the Print Shop. There are devices for engraving, binding, cutting, scoring, perforating, trimming, hole-punching, folding, inserting and more. That translates to:

- letterhead
- business cards
- brochures
- forms
- laminating
- stickers
- notepads
- manuals
- mailings
- large format printing (banners, posters)
- name plates and badges

—just to name few of the services and products they provide.

Technology and efficiencies help keep the costs down

I marveled at the high-resolution printing and proofing equipment they have. One printer is even networked to a similar printer at Marketing and Communications. Being networked means they can send proofs of high-resolution products (like brochures and posters) to the department in seconds, and this gets the work done faster. Their ability to provide high quality color printing is in demand from many of the County departments and governmental agencies they serve, like the Convention & Visitors Bureau, the Sheriff’s Office, Utilities and many other quality-minded departments.

Along with managing the day-to-day operations, Todd Balika told me he does research pertaining to technologies in the graphic arts industry. “I work diligently to find technologies that enhance efficiencies and quality,” he said.

According to the Clerk’s Printing Services intranet site, they save customers “an estimated 25-35% over outside printing sources.”

**Centuries in the business**

A cohesive and reserved group, the employees take their breaks and lunches together. Many of the staff members have long histories of working in the printing industry – even family histories.

“Both my father-in-law and my husband have been in the printing business for many years,” said Ruth Ann. She supports the manager, assistant manager and two supervisors and assists customers with questions. She likes the variety in her job.

Jimmy Duhamel, Desktop Publishing Technician, has been in the print business for 33 years. “I started working as a press helper in 1986 and moved my way up through education and training,” he said. Tommy Boccia has been with the Print Shop for 30 years and Production Supervisor for the last 5 years. He has seen the department go from a very small shop to what it is today.

“Not many people know that the Print Shop was created only for the Clerk’s Office. Back then (the late eighties) it was very rare when we printed for other departments in the County,” Tommy said.

Todd Balika’s father and grandfather both made a career in the printing business. Todd himself has over 37 years in the business and is an innovator in his field.

Steve Twardowski started his printing career in 1975 as an offset press operator for Bayfront Medical Center and worked his way up the ladder to become a manager, currently with a total of 39 years in the printing business.

And if you add in the other 6 team members’ printing experience—David 40 years, Ron 40 years, Chris 34 years, Alan 33 years, Monica 23 years and Sam 4 years—they have a combined total of over 325 years of printing industry experience!

**Over 300 customers**

Now, with a mere 11 team members, the Print Shop serves over 300 customers and produces millions of pieces every year. The department actually grew a little during the recession when other departments had to conserve resources by utilizing this in-house printing function: the Clerk’s Printing Services picked up the slack providing an economical alternative.

The Print Shop’s top five highest volume customers are:

- The Supervisor of Elections with all of their “Vote by Mail” inserts and other election time needs
- The Clerk of the Circuit Court and Comptroller
- Emergency Medical Services with lots of training manuals
- Utilities and Public Works
- The Sheriff’s Office with many outreach programs and informational booklets

The Print Shop also provides printing for the Tax Collector’s Office, the Property Appraiser, the Board of County Commissioners, Animal Services, Parks, Human Services, Human Resources, the City of Clearwater, local law enforcement entities and many other government agencies throughout Pinellas County.

With high production numbers, a wide range of products, and keeping up with technology, I asked Steve what their biggest challenge is. Without missing a beat, he said, “rush jobs.” It’s the nature of the business. Some things never change.
Planning for Health in Pinellas County

Contributed by Rebecca Stonefield, Principal Planner, Planning Department

Better health is an essential component of human happiness and well-being. To achieve good health, we must think beyond the doctor’s office to the conditions in which we live, work, and play. These conditions – known as the social determinants of health – influence our mental, social, and physical well-being.

Pinellas County demonstrates its commitment to bettering the health of all community members through its pursuit of Health in All Policies (HiAP). HiAP is an approach to integrate health and equity in the development and implementation of policies and services in non-traditional health fields, such as transportation, housing, education, and more. Two key HiAP efforts include County participation in the HiAP Pinellas County Collaborative and the PLANPinellas Comprehensive Plan evaluation and rewrite.

Health in All Policies Collaborative

The HiAP Pinellas County Collaborative consists of six primary partners who are committed to improving community health:

- City of Pinellas Park
- City of St. Petersburg
- Florida Department of Health – Pinellas County
- Forward Pinellas
- Foundation for a Healthy St. Petersburg (the funder)
- Pinellas County

Through a data-driven and policy-focused approach, the HiAP Collaborative focuses on the prevention (rather than treatment) of disease and illness. The overall goal of the HiAP Collaborative is to make the healthy choice the easy choice for Pinellas residents. The County hired Caitlin Murphy, Health Planner, to coordinate the County’s HiAP strategy. Caitlin is a native Floridian with a passion for improving health outcomes in her home state. She is experienced in a variety of health assessment and planning methodologies and holds a Master of Public Health and a Master of Science in Urban Planning.

PLANPinellas

In August 2018, the County was one of three communities nationwide awarded a technical assistance grant to receive guidance by the American Planning Association (APA) to incorporate health and equity into the Comprehensive Plan.

The purpose of a comprehensive plan is to outline a long-term community vision for the future that will guide decisions about balancing the built and natural environment, as well as the provision of public services.

Comprehensive plans cover a wide range of topics, such as land use, mobility, and natural resource protection — all intended to improve the quality-of-life for residents and visitors. The County Planning Department is in the process of working with other County departments to evaluate and update the Comprehensive Plan’s policies to ensure they meet the current and future needs of the community. In coordination with the HiAP approach, health and equity will be considered as existing policies are amended and new policies are drafted.

In April 2019, at the APA National Planning Conference, Rebecca Stonefield, Project Manager for PLANPinellas, presented the County’s initiatives as part of a panel on Health and Equity in Planning.

At the conference, APA held a ‘deep dive’ session on the topic of Health in All Planning. Rebecca’s discussion focused on cross-sector collaboration, which is represented by the HiAP initiative.

Bright Idea, continued from page 1

microwave dish. Why was it necessary?

When our provider has outages or systems go down, we need to have a redundant system in place that switches over in 3 seconds or less, so that active 911 calls are not disconnected. The St. Petersburg Police Department (SPPD) is our partner and backup, and Pinellas County is theirs, for this purpose.

We made this upgrade because SPPD had made a change and we needed to be able to continue being back up for each other.

What does Radio & Technology do?

The Radio and Technology Division maintains the network and communications with the fire stations and police. The Regional 911 Division maintains the network for 911.

How did you get where you are?

Education and training. I took computer classes in high school, and later college. I am an Air Force veteran. Next month I will have 30 years with Pinellas County.

What are you going to do with the $2,500 award?

Just put it in my account for now.

What would you tell other employees about participating in the Employee Suggestion Award Program?

We all have great ideas that we have already put into place because we saw a need. You need to let someone know about it to move it forward. We all benefit from these ideas in the end.

Learn how you can submit your Bright Idea to the Employee Suggestion Award Program.
Public Works Academy of Pinellas County Announces the 2019 L. Bary Santy Scholarship Awards

The Public Works Academy’s L. Bary Santy Memorial Scholarship honors one of the founding fathers of the nation’s first Public Works Academy (PWA) established in 1988. Along with Mr. Santy, who then was the Director of Utilities for the City of St. Petersburg, the original PWA Board of Trustees were Public Works Directors representing the surrounding municipalities and County government - including Gene Jordan, Jerry DeCaro, Gary Wheeler, Keith Wicks, Jan Herbst and others from Pinellas County Public Works.

The Public Works Academy of Pinellas County became the first accredited organization in the United States specifically designed to train both public works and private employees in basic and advanced skills necessary to obtain careers and/or advance their careers in the public works sector.

Since 1988, Pinellas County has been continuously represented on the Board of Trustees of the PWA with positions currently held by Nancy McKibben, Public Works Transportation Capital Planning, and Tyson Evatz, Public Works Traffic Operations.

Today, the Academy conducts classes at Pinellas Technical College in St. Petersburg.

The Public Works Academy has three scholarship opportunities:

- **Continuing Education/Certification Program**: Scholarship for public works and utilities employees seeking certifications or licenses to advance in their current positions;
- **College Degree Program**: Scholarship for public works and utilities employees who are currently enrolled at an accredited college or university, seeking an undergraduate or advanced degree in a public works or utilities related field;
- **L. Bary Santy Memorial Scholarship**: Awarded to graduating high school seniors through the Pinellas Education Foundation. With the hope their future vocations will include a rewarding career in public works, the L. Bary Santy Memorial Scholarship’s vision is to promote an interest in and awareness of the essential services public works employees provide to their communities.

This year, the PWA awarded a total of $15,000 in scholarships to twelve talented young men and women graduating from high schools across the County who demonstrated outstanding academic achievements and leadership qualities. The Public Works Academy is proud to support these future leaders in pursuit of their academic endeavors.

The Pinellas Education Foundation student application process begins in mid-August and ends in January. The L. Bary Santy Memorial Scholarship is just one of hundreds available to high school seniors through the Education Foundation’s scholarship catalog. [Get more information](#) regarding the Pinellas Education Foundation scholarship program.

Also, [get more information](#) regarding the Public Works Academy and the PWA Scholarship Program, or contact:

**Nancy McKibben**, MPA, CPM, PWA, Scholarship Chairman
Public Works Transportation Capital Planning
14 S. Ft. Harrison Ave.,
Clearwater, FL 33756
(727) 464-4812
nmckibben@pinellascounty.org

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EMS Professionals of the Year Named

At the May 7 meeting, Pinellas County Commissioners recognized the three EMS Professionals of the year — Kathryn Boucher (Emergency Communications/Regional 911), Maya Daniels (Sunstar Paramedics) and Kyle Turner (Sunstar Paramedics). They received certificates from the County and Pinellas Federal Credit Union presented them with checks.

[Watch their wonderful stories](#) on this YouTube video. (Best viewed with Chrome.)

*Kyle Turner, EMT, Sunstar Paramedics, Maya Daniels, Field Training Officer/Paramedic, Sunstar Paramedics, Kathryn Boucher, 911 Quality Assurance Specialist, Pinellas County Emergency Communications/Regional 911, Lauren Weiser, AVP, Branch Operations, Pinellas Federal Credit Union*
U LearnIT Here First
Brought to you by: Human Resources Organizational & Talent Development (OTD)

Tuition Reimbursement: Are you missing out on receiving up to $2,800 per fiscal year tax free?

What is Tuition Reimbursement?
Pinellas County’s Tuition Reimbursement program is designed to help employees upgrade skills, improve performance and grow professionally. It’s an employee benefit that helps to achieve your education and professional goals.

There really is no reason not to take advantage, is there? Even if you take one or two classes, you are enriching your career while Pinellas County assists with the costs. Job skill improvement and career development will help prepare you for a better future. It’s a win-win for you and the County.

Maximize Your Benefits
The only way to take full advantage of this employee benefit is to understand our participation requirements. To help uncover the necessary answers, we are offering an information session in August 2019, which is right before the start of most Fall courses. The information session will provide answers to the following:

- Employee eligibility
- Program eligibility
- Minimum length of employment
- Approvals needed
- Covered expenses
- Grade requirements
- Forms/documentation needed
- Enrollment & reimbursement process
- Who can help

Take the Next Step
If you can reduce the cost of going back to school by taking advantage of Pinellas County’s Tuition Reimbursement program, why not? This benefit may hold the financial key to completing a degree or obtaining skills to propel you into the next stage of your career journey with Pinellas County.

The Tuition Reimbursement Program is an awesome benefit and I feel very lucky to work for a company that provides such a thing for its employees. Having such a program made it easier for me to decide to go back and finish my degree.

Dontel Green
Transportation Systems Tech 2
Public Works
Transportation Division

What are you waiting for?
Learn more about the Tuition Reimbursement program by attending an upcoming Information Session or visit our Tuition Reimbursement website.

Need additional information now? Email learning@pinellascounty.org or call (727) 464-3796.

LINK – www.surveymonkey.com/r/OTDLearningSurvey

Take the Online Learning Survey
Do you want to succeed in your job? Enhance your career? Learning opportunities are ever changing and evolving. We want to do more to support your professional growth. Please take a few minutes to take this survey and let us know what YOU’D like.

What sort of questions are in the survey? Things like:
- What type of learning setting do you prefer? Instructor-led? Online? Something in between?
- What learning topics would you like offered?
- What do you know about our Tuition Reimbursement program?

The survey is open now through May 22. Take a few minutes to help us help you.

LINK – www.surveymonkey.com/r/OTDLearningSurvey

SUPERVISORS: Please encourage all employees—including those who do not regularly use a computer—to take this survey. Thank you.
SERVICE ANNIVERSARIES

40 YEARS
Ron Moretuzzo
Utilities, Logan Lab

35 YEARS
Ron Medlock
Real Estate Management, Fleet Services

30 YEARS
Tom Boccia
Clerk of the Circuit Court, Printing Services
Anousone Eicher
Human Services

Robert Albanese, Parks & Conservation Resources

Jeff Williams, Real Estate Management
John “Jack” Luebbe, Public Works

P-11

30 YEARS

Parks & Conservation Resources

15 YEARS
Dean Cox................. Parks & Conservation Resources
Michael Jones............ Public Works
Brenda Masters......... Clerk of the Circuit Court
Susan Wills............. Clerk of the Circuit Court

10 YEARS
Jamilah Jenkins........... Tax Collector’s Office

5 YEARS
Matthew Baker .................. Public Works
Kyle Beam ..................... Business Technology Services
Christine Colabella ........... Human Services
Sarah Haumann............... Clerk of the Circuit Court
Cindy Huskey............... Tax Collector’s Office
Sabije Kola............... Clerk of the Circuit Court
Alfreda Lewis............... Utilities
Lori Mahoney............... Clerk of the Circuit Court
Tammera Maloney........... Parks & Conservation Resources
Julia Myers............... Parks & Conservation Resources
Renee Prine............... Convention & Visitors Bureau
Alexis Sergeant............... Public Works
Linda Truslow............... Clerk of the Circuit Court
Eric Vanderlaan......... Property Appraiser’s Office

3 YEARS
Jennifer Acker................... Public Works
Sam Appel................. Property Appraiser’s Office
Lisa Foster..................... Public Works
Daniel Gardner............ Safety & Emergency Services

Unavailable for Photo

25 YEARS
Robert Albanese, Parks & Conservation Resources, Extension

20 YEARS
Deborah Fulton
Utilities, Customer Service

Nicholas Langham
Clerk of the Circuit Court, Court Records

P-11
All Ambulance Billing and Financial Services Employees Play a Critical Role

Contributed by Rebecca Horn, Administrative Billing Support Specialist

In March, the management team at Ambulance Billing and Financial Services (ABFS) — a division of EMS/Fire Administration — worked together to create a hallway covered with bunny “peeps” dedicated to each staff member.

Each bunny had a name and a positive, recognition item about the person as it pertains to their job. The idea was that while employees may work for different subsections of ABFS (Billing Services, Accounts Receivable, Program Services, Compliance, Financial Services), they are all one team with the same vision and mission. Each employee has their own functions and strengths, playing a critical role in a complex work model and having a direct impact on the ability to succeed on division and department levels.

They encouraged staff to not only read theirs but those of their co-workers to get a better understanding and appreciation for how everyone fits into the ABFS puzzle.

The wall also had the ABFS vision & mission and the County’s Strategic Plan on it. At the end of the month, the bunnies were taken down and distributed to staff as a keepsake.

The next REPCO lunch meeting will be 11:30 a.m., June 10, 2019 at Applebee’s Restaurant located at 5110 East Bay Drive. Our subject will be Hurricane Preparedness. If you have any questions, contact Rudy Garcia at (813) 855-3466 or rdgarcia@verizon.net.

Retirees Unavailable for Photo

Over 32 Years
Mary Dukes, Records Specialist Sr, Clerk of the Circuit Court, Criminal Court Records

Over 31 Years
Pamela Russo-Scholz, Office Specialist 2, Human Services

23 Years
Tina Dean, Park Ranger 1, Parks & Conservation Resources

Ever been to a boring meeting where you sit feeling trapped and watching others play on their phones? Make your next meeting productive with 7 great tips from the Forbes Leadership Forum. Watch the Two-Minute Tuesday video (any day of the week!): What Does a Good Meeting Look Like? Can’t watch a video at work? No problem; read the script.
Promotions
Promotions listed are for April 2019.

Board of County Commissioners

Animal Services
Larry Thomas ............................................. Ani Cntl Ofcr 3

Convention & Visitors Bureau
Brandee Bolden ........................................... Sr CVB Sales Rep

County Administration
Christopher Moore .......................................... Asst to Co Admin

Human Services
Zeffrey Mims .................................................. Vet Svcs Dir

Emergency Management
Spencer Shaw ................................................... Emer Mgmt Coord 1

Parks & Conservation Resources
Anthony Contarion ......................................... Park Rngr 2
Daniel Jost ....................................................... Park Rngr 2
John Klim ......................................................... Park Rngr 2
Kristen O’Bryant ............................................... Park Rngr 1

Public Works
Nicholas Burkhart ........................................... Fld Insp 3
Adam Crittenden ............................................. Fld Insp 1
Jessica Jones ................................................... Sr Dept Admin Mgr
Angelo Quondamatteo ....................................... Maint 2
Marquis Williams ........................................... Maint 2

Safety & Emergency Services
Danielle Camadeca ....................................... 911 Pub Safety Telecomm 2

Solid Waste
Larry Whitney .................................................. Solid Waste Safety Coord

Utilities
Shenita Cooper ............................................... Cust Svcs Analyst
Tyrone Davis .................................................. Util Maint Spec 1
Kara Devlin ..................................................... Acctg & Fin Tech
Deborah Fulton ............................................... Proj Coord-Admin
Patricia Perez ............................................... Acctg & Fin Tech

Business Technology Services

David Abston ....................................................... Info Tech SME

Clerk of the Circuit Court

Daniel Coughenour ......................................... Fin Opns Supv
Darcy Eckert .................................................... Insf Gen Sr
Terricka Edmonds .......................................... Fis Rec Spec
Jenniva Hernandez ........................................... Rec Spec 2
Aryn Layman ...................................................... Crt Clk 1
Ruth O’Brien ...................................................... Fis Rec Spec
Angie Oxley ..................................................... Asst Dir Fin Div
Robert Poynter ................................................... Insf Gen Sr
Elise Price ......................................................... Fin Opns Spec
Phil Yee .......................................................... Mgr Fin Acctg

Tax Collector’s Office

Shelly DeMillion ............................................... Warehouse Coord

Technology Education: SPC’s GIS Program Continues
Contributed by Carla Mitchell, Public Works

SPC’s Workforce Institute continues to offer and grow the Geographic Information Systems (GIS) program. And County staff have been taking advantage of this excellent offering!

GIS is a computer-based method for collecting, managing, analyzing, modeling and presenting geographic or spatial data. The introductory coursework introduces fundamental concepts necessary to perform geospatial analysis and map interpretation. And the advanced coursework, using ERSI’s ArcGIS software, teaches how GIS enhances productivity and explores data collection platforms as well as workflows to conduct data analyses.

The courses offered by the Workforce Institute are designed for individuals that want to refresh or build new skill sets and advance their career. If you have an interest in technology, interpreting data and exploring maps, consider registering! For additional information or to REGISTER NOW for the upcoming courses, please visit: stpe.co/AdvancedGIS. These courses are eligible for the County’s tuition reimbursement program with proper approvals.

The Intro to GIS is an online “Distance Learning” course offered continuously. The Advanced Topics in GIS course is offered at the SPC EpiCenter located at 13805 58th Street N. in Clearwater. The next Advanced Topics in GIS course is currently being offered May 13-June 19, 2019. Course dates are subject to change; please check the website for the latest details.
Welcome Aboard!

New employees listed are for April 2019.

**Board of County Commissioners**

**Airport**
Kevin Hamilton.......................... Airpt Traf Asst

**Ambulance Billing & Finance**
Emma Williams .......................... Office Spec 2

**Animal Services**
Carrie Balinski.......................... Admin Supt Spec 1
Sandra Levi ............................. Vet Tech

**Convention & Visitors Bureau**
Jimmy Fashner .......................... CVB Sales Rep

**Planning Department**
Marlaina Satcher ....................... Comm Dev Spec 2
Caitlin Murphy .......................... Grant Wkr

**Public Works, Environmental Management**
Eric Vittoria ............................ Envir Spec 2

**Public Works, Construction Management**
Larry Rawlinson ........................ Fld Insp 1

**Public Works, Stormwater**
Gilberto Madera-Rodriguez ............. Tree Trimmer 1

**Real Estate Management**
Antonius Vanlier ........................ Craftwkr 1

**Solid Waste**
Kristin Voigt ............................ Office Spec 1

**Utilities**
Jeff Climo ............................... Elec/Mech Tech 1
Crystal Nunley .......................... Meter Rdr 1
Deoraj Sabinath ......................... Elect Equip Tech 2
Rebekah Stalvey ......................... Wtr/Wstwtr Plt Oper 1

**Clerk of the Circuit Court**
Mary Banks .............................. Fin Opns Spec
Subrenia Ferguson ...................... Fis Rec Spec 1
Megan Hendrick ......................... Fin Opns Tech
Timea Jozsa ............................. Rec Spec 1
Dennis Merritt .......................... Fis Rec Spec 1
James Nassiri ........................... Rec Spec 1
Robyn Parton ............................ Inspr Gen 1
Ta-Shi Patterson ......................... Cust Info Ctr Spec 1
Shawn Phillips .......................... Inspr Gen 1
Ashley Quiver .......................... Fis Rec Spec 1
Adriana Rubin ............................ Fis Rec Spec 1
Kelly Sadler ............................. Rec Spec 1
Dacia Wright ............................ Exec Asst

**Property Appraiser’s Office**
Ashley Shurden ........................ Prop Rcds Asst

**Tax Collector’s Office**
Daniel Christian ........................ Cust Svcs Tech
Amber Clark ............................. Cust Svcs Tech
Michael Cody ............................ Cust Svcs Tech
 Lynette Graden ......................... Cust Svcs Tech
Cheri Kirkland .......................... Cust Svcs Tech
Niva Lopez ............................... Cust Svcs Tech
Yenny Lopez Joaquin .................... Cust Svcs Tech
Sarah Scarpetta ........................ Cust Svcs Tech
Antoan Simpson ........................ Cust Svcs Tech
Ashley Woods ............................ Cust Svcs Tech

New Employee Orientation 4/22/19.

New Employee Orientation 4/8/19.

New Employee Orientation 4/29/19.
**Consumer Corner**

**Scammers Love to Go Phishing ... for YOUR Information**

Phishing emails are typically sent to masses of people at one time. Scammers disguise themselves as a legitimate entity, such as a bank, company, or service provider, in an attempt to trick victims into sharing sensitive information. Phishing emails give an urgent explanation as to why they need the information and instruct the victim to open an attachment or click on a link, both of which are malicious and can install malware or freeze their system as part of a ransomware attack.

*Spear-phishing* is the latest tactic used by scam artists to hone in on specific targets resulting in bigger payouts. Scam artists troll the internet for specific information about the victim; an organization they’re affiliated with, a financial institution they bank with, or an online payment service they use. Scammers include as much personal information as possible to make the email believable and “hook” the victim into giving them more information.

Here are a few tips to avoid a phishing attacks:

- Limit what information you post on the internet.
- Use strong passwords (mixture of numbers, letters and characters), change your passwords regularly and use different passwords for different accounts.
- Keep your computer software updated to protect yourself from attacks and to filter fraudulent emails.
- Be cautious of opening unsolicited emails, especially emails asking for sensitive information. If you think it may be a legitimate request for information, first verify directly with the supposed entity that sent it.

For more information about scams, to check the complaint history of a business or to file a complaint contact Pinellas County Consumer protection at (727) 464-6200 or at www.pinellascounty.org/consumer/tips.htm.

**Create Sustainable Solutions**

*Vision • Innovation • Collaboration*

**GREEN PINELLAS**

*UF IFAS Extension UNIVERSITY OF FLORIDA*

 HVAC systems can account for more than 40% of your utility bill. Here are some helpful tips:

- Routinely change air filters
- When cooling, set thermostat to 78˚
- Double check windows and weatherize
- Use fans instead of turning down thermostat

**THE RECORD KEEPER**

**AppXtender Support**

AppXtender software (formerly known as WebXtender or Documentum) was upgraded to a new version in January. As part of the upgrade, requests for access, training, and support have fully transitioned to the Clerk’s office AppXtender Support Team.

Each department using AppXtender has an assigned gatekeeper and power user. Your gatekeeper and power user should be your first point of contact and are responsible for contacting the AppXtender support team.

- **Gatekeeper:** New access requests, password resets, training requests
- **Power User:** First level support, issue reporting, training requests

If you aren’t sure who to contact in your department, please email Michele Koehler for help identifying your gatekeeper and power user.
Employee and family news including kudos, weddings, births, graduations, memorials, and classified ads. Send your news to employee.communications@pinellascounty.org or call 464-5098.

**Gone but not Forgotten**

The Pen is saddened to report the passing of the following retirees:

- **Edith “Edie” Fulks**, 80, passed away April 19. She retired from the Tax Collector’s Office in 1996 after 25 years of service. [View her obituary online.](#)

- **Richard “Dick” Morgan**, 77, passed away April 19. He retired from the Highway Department in 2002 after 22 years of service. [View his obituary online.](#)

- **Patricia Tyrer**, 80, passed away May 3. She retired from Community Development after 28 years of service. [View her obituary online.](#)

**Graduations**

- **Tonya Bruck** (Code Enforcement) earned her Bachelor’s Degree in Ministerial Leadership and a Bachelor’s Degree in Family Counseling from Southeastern University. Congratulations Tonya!

- **Janeth Colon** (Human Services) announces the graduation of her daughter **Christina Colon** from St. Pete Collegiate High School and from St. Pete College with an Associates Degree, summa cum laude. Christina is also an intern at South Cross Bayou. Christina achieved a 4-year full scholarship to North western University for her Bachelors degree. Congratulations!