

TELEGRAPH

VOLUME I ISSUE IV

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EASING THE PRESSURE ON EMPLOYEES THROUGH COMPUTERIZATION MAKING THE WORKPLACE OF TODAY READY FOR THE CHALLENGES OF TOMORROW

The following is an in-depth interview Telegraph Editor Bob Dustman conducted with Computer Services Director Paul Funk concerning plans for upgrading computer technology. This is a two part series which will be continued in the next edition of the newsletter.

Q: How would you assess Oakland County's computer capability on day one, the first day that you walked into this office?

A: What I inherited was a basic philosophy and a computer capability that was focused toward large main frame applications, many of which were developed with a high degree of quality which can be attributed to the contributions of Computer Services and user department employees. Where the county was hurting, in my opinion, was the lack of a technology strategy to allow end-users to have access to their data on an ad hoc basis. Additionally, we had also apparently avoided allowing user department personnel general access to and use of personal computers. In comparison, what's typical in industry and in government today is that organizations are migrating away from a mainframe-dominate world and going with client/server technology, which allows for access to the large mainframe applications as required.

Q: In your estimation, how severe were the problems you found when you got here that impeded the County's ability to deliver quality and cost-efficient service to its customers?

A: If you look at the numbers, Oakland County has about 4,000 employees and from what I estimate from the organizational charts approximately 3,500 of those employees have day-to-day needs for information that could be made available through the use of computer technology and networks. When you consider that there are approximately 1,300 mainframe terminal devices and about three hundred pc's, you can see that we are only effecting maybe 1,600 to 1,800 employees out of that 3,500 base. Further, when you couple those statistics with the fact that certain county government functions are off-campus and do not even enjoy the benefits of being connected to other aspects of Oakland County government, the problem is exacerbated.

Q: Is it true that in terms of worker efficiency and cost savings to the taxpayers the prior system was really not an advantageous type of system to have?

A: That is not quite true as those people who have mainframe applications today may be enjoying a productive benefit. However, the employees that don't, are

often stuck with "stubby pencil" technology, 3 x 5 card "data bases", and other productivity tools. As an example, I still get correspondence from division managers from the County where their secretarial or clerical support type out letters on old manual typewriters. When they have to adjust or retype those letters they literally start over every time. I would say the range of productivity improvement opportunities in the County is quite broad.

Q: How did you approach the problem of determining how to really upgrade Oakland County's computer capability?

A: Last year during the campaign, Brooks and I discussed the significant need to empower Oakland County's employees with the tools needed to perform their jobs efficiently. We looked at what evolution was necessary in several areas. The first was hardware, where we need to migrate from a mainframe-dominate world to a client/server network with personal computers. Secondly, we looked at the Software environment, where we must get away from applications being solely on the mainframe. The third area was the "Orgware", as I call it, the organizational aspects of Computer Services. Every project has hardware, software, and orgware. Orgware is the processes, procedures, training, empowerment, and philosophy of putting information technology into practice. To get the background necessary to "re-set the sights," I began a couple of months of intensive project and process reviews and customer interviews, about 250 in all. This process confirmed the need to change and solidify the direction I would take. We have been changing the Computer Services philosophy, as well as our approach to defining and performing projects. We are also developing better processes for our project planning, implementation and financial controls.

Q: I've heard you speak about the importance of customer service. When you talk about customers are you just talking about the various divisions/departments, employees within Oakland County or are there outside customers also?

A: Yes, there are many outside customers as well. We have several hundred customers which include all County-operated departments and divisions as well as every City, Village, and Township in Oakland County. We also coordinate the activities of the Oakland County CLEMIS, Courts & Law Enforcement Information Systems Network, and we support a number of other private concerns, like title companies, law firms, and

PATTERSON / *Person to Person*

Over the past 20 years, the State of Michigan has struggled with two issues: quality of educational services and the funding of the state's school districts. This debate has resulted in tinkering with the School Aid Act from time to time and holding discussions on educational improvement. Sadly, there has been little movement in this area over the past two decades.

In August 1993, Governor John Engler signed Senate Bill No. 1 that contains four principal components:

- Beginning December 31, 1993, all property is exempt from local school district and intermediate school district operating millages. Since the County's winter school millage is levied on December 1, 1993, the impact of this matter will first be felt in the summer of 1994.

- Beginning in 1994, the assessments on which taxes are levied are delayed by one year. In 1994, the levy will be based on assessments as of December 31, 1992, rather than the normal 1993 amounts. This will effectively eliminate inflationary increases in 1993 from the property tax bills in 1994.

- Ballot requirements for millage elections are changed to allow no more than two annually; to require that millage renewal and increase proposals be separate; and the ballot should state the amount of revenue to be raised by the millage issues.

- Local governments are no longer allowed to automatically roll up "Headlee" millage rates. This provision will not affect the County in the short-run since property values have consistently grown more rapidly than the inflation rate. However, in the long-run, tax revenue could be adversely impacted by the inability to roll up the millage rate to keep pace with inflation when property values are not.

Given the elimination of the school operating millage for schools, the state is pursuing numerous alternatives in replacing this lost revenue. Because the Headlee Amendment will prevent the state from simply reinstating the original structure dollar for dollar, change in the property tax system will occur.

One of the alternatives being considered in funding schools is the use of the state shared revenues provided

to counties, cities and other local units of government. Should this alternative prevail with no replacement of revenue from other sources, the County could lose as much as \$15 million of state shared revenue. This potential loss of revenue would be in addition to the 1994 operating shortfall actions being discussed in connection with the budget hearings in October and November 1993 and before any expansion of program needs and economic increases in 1995.

While the issues facing the County are presently critical in dealing with the 1994 operating shortfall, the preparation of the 1995 operating budget could be far more difficult on services provided by the County. The Early Retirement Incentive Program (ERIP) has provided County management several alternatives that must be explored in changing the way this County provides services to the public.

Before replacing any individuals retiring under ERIP, each department director should ask the question:

How can we perform the same level of high quality services the public has come to expect from the County without replacing the retiree?

With current opportunity in staff reductions, each department head should truly challenge the manner in which we have provided services in the past. Reorganizing operations, consolidating and pooling services and automating processes are just a few of the alternatives available to the creative managers of tomorrow.



L. Brooks Patterson
Oakland County Executive

A handwritten signature of L. Brooks Patterson in cursive script.

COMPUTERS, cont'd

so on. Our focus will remain on Oakland County government functions and needs.

Q: What priorities did you establish when you first took over in terms of bringing Oakland County up to speed and getting it in place to prepare for the 21st Century?

A: As we embarked upon our analysis of the existing environment including the hardware, software, the organization, the business processes by which we operate, the departments ability to plan or implement a project, or control both the scheduling and cost of that project; this quickly evolved into almost 100 different audits. Everything from our internal project

control systems to our billings systems, to how we calculate our rates, how we position our employees to be successful in technical environments, how we develop user requirements, how we provide training support services and on and on. From that we were able to build a priority list of internal department things we needed to improve as well as key questions that we had to get answers to technologically so we could design and evolve some much needed standards. About that time, in early March, I reorganized Computer Services to be more responsive within itself. I took a fairly vertical organization and made it more horizontal. That has proven to be quite positive in that members of my

Rainy Weather Fails to Dampen Spirits of Oakland County Employees at the Michigan State Fair

Sunday, August 29 arrived with the pitter-patter of raindrops on my roof. This was to be Oakland County Employees Day at the Michigan State Fair. Another County function and another lousy day -- courtesy of Mother Nature. You'd think we'd get a break somewhere along the line. Remember the Open House at the Executive Office Building in January when we got hit with a brutal snowstorm? Then there was WalkAmerica in April -- a day filled with rain, wind and cold temperatures. Now here it was Fair Day, and the skies dumped on us again. Three for three; at least we're consistent.

Well, despite the inclement weather, the day turned out to be an unqualified success. Six hundred and twenty County employees and their families stopped by the Governor's tent to partake of hot dogs, potato chips and pop.

The random and unscientific survey we conducted of people who took advantage of the free lunch netted some interesting findings. For example, a vast majority (85%) said they showed up at the fair because of the free admission tickets they received from the County. Only 14 of the 65 people surveyed said they attended the fair last year, and 47 responded that their last visit was anywhere from 2 to 57 years ago -- the average being about 10 1/2 years. Forty-two of the 65 said they were having a good time in spite of the rain.

"Maybe our next County-sponsored outing should be held indoors," commented County Executive L. Brooks Patterson during his brief remarks to the crowd inside the tent. "Three County functions and three days of bad weather. Next time we'll do something at the Palace."



Some of the more than 620 people who braved the rain to stop by the Governor's tent for a free lunch on Employees Day at the State Fair.

Many thanks to all those who served on the Employees Day Committee: Jack Becher (Chairman) of Veterans' Services; Carl Pardon, Manager of Veterans' Services; Mike Zehnder, Director of Public Services; Bob Dustman, Public Information Officer; Jean Chamberlain, South Oakland Liaison; and Deborah Mathews and Roger Hope of the Road Commission for Oakland County.

In addition, the following individuals offered their services on Employees Day at the fair: Belinda Shelton Duggan, Virginia McDonough, Gail Novak, Paul Phelps, Deborah Mathews, Carol Pardon and Jack Becher.

Of course we extend our appreciation to Mr. Patterson who came up with the idea of Employees Day at the State Fair in the first place.

EMPLOYEES REAP REWARDS FOR SUGGESTIONS TO SAVE TAXPAYER \$\$\$



\$50 award winners pictured left to right are Evelyn Glossinger, Carolyn "Jane" LaGrow and Mary Ann Henderson.

ESP \$50 award winners pictured left to right are Gary Gould, Marilyn Nepjuk, Dan Lambrix, Nelson Haynes, Louise Glaspie, Lynn Deroucher and Cindy Potts. Also pictured is Jennifer Mason, Personnel Department coordinator for ESP.

the PLUMP DUMPERS



The 27 members of the Computer Services team who participated in the Health Division sponsored *Dump Your Plump Contest*. The group weighed in on the truck scale at Oliver Supply Company on Telegraph before starting the arduous process of shedding a few pounds from their "main frames".

Mike Zehnder Profile

Gung-ho and *esprit de corps* -- words that aptly describe the Patterson team member who is in charge of everything from "road kill" to making sure the tornado sirens are working properly. Mike Zehnder, Director of Public Services, is an ex-Marine who served 21 months in Viet Nam during the 1960's. As a former leatherneck, Zehnder is the kind of guy who values dedication and loyalty above all else in his approach to life.

"I loved the Marine Corps," said Zehnder. "There's no question my thinking and philosophy of life were shaped by the Corps."

Even today, Zehnder keeps close ties with the military establishment as a member of the Marine Corps Reserve Officers Association and the Marine Corps Air Wing Association.

One of the major projects which occupies most of his time right now is the planned dedication of the War Memorial which will be unveiled next Memorial Day (May 28, 1994) in the courtyard of the courthouse. The memorial will be dedicated to the men and women who served in every branch of the service during all the wars in which the United States was involved. Although planning for what Zehnder hopes will be an event of national significance is still in the embryonic stages, he hopes General William Westmoreland will accept an invitation to attend as well as several Congressional Medal of Honor recipients and Governor John Engler.

Zehnder left behind a lucrative business as a sports agent for a number of local professional athletes, including Eddie Murray, the late Eric Andolsek, Lomas Brown, Jim Price and Mickey Redmond to name a few, to become a part of the Patterson administration.

"I've not regretted taking this job for a minute," emphasized Zehnder. "I'm absolutely devoted to Brooks



Mike Zender

Director of Public Services

and his administration; he's the sole reason I'm here. There are days I get up and actually want to run to work."

For Zehnder, the transition from the private sector to the public sector was smooth because his business principles and the way he applies himself are the same. He does admit though that it's tough getting acclimated to a political environment. As he put it, "Politically, you have to be more aware."

One of his major accomplishments to date was getting his Employment and Training Division moved from 13 Mile and Telegraph to the County complex.

"The relocation of the division had been in the works for quite awhile but for some reason was continually delayed," noted Zehnder. "This move is good for everyone because it saves the County money and is a more convenient location for the employees who work there."

Like a lot of people, Zehnder has his heroes, those special people who helped influence his life. They include the likes of Stonewall Jackson, George Patton and the Desert Fox, Erwin Rommel.

Zehnder was quoted in one newspaper article as saying Jackson and Brooks Patterson had much in common, especially in the way they related to their subordinates. "Both led by example," said Zehnder. "That's one of the traits I most admire about Brooks. Even though he's a prominent politician and a very influential person, Brooks is just one of the guys. I think he comes across that way to the people under him, which is a unique leadership characteristic in a person of his stature." As Rudyard Kipling once said, "He has the ability to walk with kings and not lose the common touch."

Although Zehnder is by nature usually upbeat and possesses one of the world's all-time great senses of humor, there are things which make him angry -- like incompetence and inconsiderate people. He's had a few discussions at intersections with people whom he considered to be inconsiderate.

Abraham Lincoln and Lyndon Johnson are two people with whom he would like to sit down and chat.

"I'd like to find out from Lincoln what his long range plan was for civil rights after the Civil War," mused Zehnder. "And I'd like to ask LBJ what his rationale was for committing 500,000 troops to Southeast Asia without having a game plan or the devotion to win."

In a somewhat self-effacing moment, Zehnder said he would only like to be remembered as a loyal, dedicated friend. He said if the tombstone just had that on it and nothing else -- not even his name -- that would be okay with him.

Then in typical Zehnder-esque fashion, he closed our interview with an old saying which provides an insight into his sense of humor: "You know, no matter who you think you are, the size of your funeral will be determined by the weather."

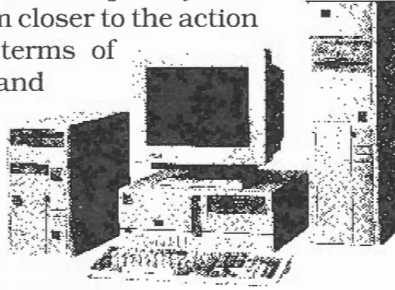
Lessons From Geese

FACT: When the lead goose tires, it rotates back into the formation and another goose flies to the point position.

LESSON: It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts, talents or resources.

COMPUTERS cont'd

staff now communicate more frequently with each other, as well as I'm closer to the action of the department in terms of both customer projects and process improvement projects within the department. It has also allowed me to personally be involved in the development of my staff as they participate in these various process improvements.



Q: That sounds like a big change. How's the morale in the department?

A: Better. As you know Bob, the morale over here was awful in January, and I think the pressure that we are under today keeps some people down. But many others are taking a step back and seeing the big picture and are excited about the changes . . . "I'm involved with budgets, I'm involved in prioritization, I'm involved with technology standards, I'm in a position to be able to be more responsive to my customers." We do more today. We deliver more. We've effected more divisions year-to-date than my people tell me we used to do in a whole year. I would contend that we are more responsive to user departments today than we were before. But there is still a long way to go.

Q: Early this year, Brooks had mentioned that he had hoped to have a significant technological upgrade underway within 18 months. Are you on target with the 18 month plan?

A: Yes, I'm still very confident that within the first 18 months of Brooks' term as County Executive there will be a significant upgrade underway. We have been doing the preparatory things necessary to make a major difference on front of user productivity. Things like developing the first ever Office Automation and Networking standards, a new process for ordering and installing equipment and new courses for users. There has also been quite an effort underway to plan for the 1994-95 Budget which is targeted to support the growing need for technology within Oakland County. We also held the First Annual Technology Open House in October as a means of orienting County employees to the new technology.

Q: What are your short range goals for Computer Services and the County?

A: Short range goals through the end of 1993 would be to finalize the '94-95 budget recommendations and appropriate discussions with the Board of Commissioners. We have established to date a strong credibility with the Board of Commissioners in terms of our professional approach towards the computer project planning and cost controls. I would like to complete the first round of the county prioritization process reviews that are/will be happening with all the operating divisions and complete our analysis of computer costs/rates.

THE VIEW FROM HERE

Following publication of the last edition of the "Telegraph", a question was raised concerning the omission of some material submitted by one of the divisions. The oversight was not intentional -- but it can happen on occasion in the haste of trying to get the newsletter out on a semi-monthly basis. Every attempt is made to include every item submitted. But despite our best efforts, sometimes this is simply not possible -- for a variety of reasons; not the least of which is a lack of space.



Bob Dustman
Public Information Officer

Since the first of the year, we have tried to make the "Telegraph" a more "employee focused" publication. In other words, we have tried to provide you with the stories and information which give you a better insight into the issues that are important to you; the issues that affect your lives and your jobs. The concept is to provide you with all the information you need concerning County programs that can benefit you or to explain why certain actions are being taken.

Sometimes it comes down to an editorial judgement as to which stories are most important to most employees. These kinds of decisions are never easy, but every editor has to make them and call it as he or she sees it. In the process someone may feel wronged. If this is the case -- let me know. My door is always open, and you'll find me very willing to listen. I'm not infallible -- just ask my wife. Sometimes I make mistakes. That's the beauty of being human.

The bottom line is this: The "Telegraph" is YOUR newsletter. We have tried very hard since January to offer the kinds of information you suggested in the questionnaire included in the Inaugural Edition. I think we've lived up to that commitment but of course, there's always room for improvement. Perfection is something to be sought -- even though it may be impossible to attain.

Let me hear from you. I can't fix it if I don't know what's broken.



11 Casual Day totals
\$12,012.07

Employee Suggestion Program
195 Suggestions



Probate Court Captures Two National Awards

Oakland County Probate Court has walked away with two national awards of recognition from the National Council of Juvenile and Family Court Judges. Probate Judge Eugene Arthur Moore and Probate Court Administrator Barbara Consilio were in attendance to accept the awards this past July in Reno, Nevada.

The Probate Court's parent-training program, C.H.O.I.C.E. (Court Help On Increasing Control and Effectiveness) won the "Outstanding Educational Award" for 1993. In addition, Ms. Consilio, who has served as Probate Court's first and only Court Administrator for the past 10 years, was recognized as the council's "Outstanding Court Administrator" for 1993.

"I think it's a great honor for the court and Oakland County," said Ms. Consilio in commenting on the

awards. "Our court has taken the leadership role within Michigan and the nation. This award is a further indication of that leadership."

Since 1981, the Probate Court has won 11 national awards for youth projects, volunteer and educational programs. This marks the third consecutive year that Probate Court has won two awards.

"I'm very delighted," said Judge Moore. "We have an outstanding staff of 250 employees who are willing to go the extra mile. The citizens of Oakland County should be very proud of each and every one of them."

The C.H.O.I.C.E. Program, which began in 1991, provides training and education for parents of delinquents who are placed in the Probate Court's Intensive Probation Program. The goal of the program is to make sure parents use more appropriate discipline and child management skills.



Barbara Consilio, Probate Court Administrator, recipient of the 1993 "Outstanding Court Administrator" award presented by the National Council of Juvenile and Family Court Judges.

Martha Clapp - AWARD WINNER



Martha Clapp, field nurse in the Southfield Office of Health Department, pictured with the plaque she received for her outstanding work in the area of community health nursing.

Martha has been working at the Oakland County Health Division for ten years. She received her Bachelor of Science Nursing degree from the University of Michigan and has pursued further graduate courses in Early Childhood and Adolescent Psychology.

Oakland County Public Health nurses are assigned to school districts throughout the County. Martha works in the Royal Oak schools where she functions as an equal partner, whether that means addressing the student's individual health needs, presenting updated health information through classroom presentations or participating with the professional team to develop lesson plans on health topics.

Martha is a member of a multi-disciplinary team at the Royal Oak Teen Mother Program. She teaches antepartal and child care classes, gives individual at-

By Betty Tuzinowski, *Public Health Nurse*

Martha Clapp, Field Nurse in the Southfield Office of the Health Department, was recently awarded the Michigan Public Health Association's 1993 Award for Excellence in Community Health Nursing Practice. Martha was presented with her award at the annual Michigan Public Health Association Conference held at the Weber's Inn in Ann Arbor. Martha's family and co-workers also attended the luncheon.

Martha has been working at the Oakland County Health Division for ten years. She received her Bachelor of Science Nursing degree from the University of Michigan and has pursued further graduate courses in Early Childhood and Adolescent Psychology.

tention to students by visiting at home and assists the staff in designing and implementing programs for students and their families.

Martha is a member of the Royal Oak Youth Assistance Committee and effectively contributes to the development and implementation of parent education programs.

Currently Martha, as a Senior Public Health Nurse, performs an important role for our agency as the liaison between us and Beaumont Hospital. She works primarily with the staff of the Maternal Child Division. She interprets our services to them and the benefits to their patients. She coordinates the process for over 700 referrals a year to us and the feedback about the client contact to the hospital. While this assignment has a nursing outcome as the goal, it requires all the skills of a public relations expert, which Martha performs very well.

In addition to her busy school and community assignments, she also makes home visits -- primarily to young families. Martha offers a family centered service. She assesses the needs of each as an individual and the family as a unit. She is kind, respectful and gives the clients reason to feel confident about her ability to help them.

Martha is an asset in many ways to our Health Department. Her supervisor, Margaret Crowley, states, "Martha is often consulted by her peers about many things; client services, career choices and personal situations. She has their respect as a practitioner who is productive, knowledgeable and insightful."

Congratulations to Martha on receiving a well-deserved award.

Oakland County Commissioner Elected to Top Post

Oakland County Commissioner Donn Wolf has been elected President of the Michigan Association of Counties at the organization's state-wide annual meeting.

A surprise visitor to the inauguration ceremonies was Governor John Engler, who stopped by to publicly congratulate Wolf and to assure the three hundred delegates present that he welcomes their input concerning the many issues facing local units of government.

"I feel very privileged to have the honor of serving as President of the Michigan Association of Counties," said Wolf after taking the oath of office.

"I will do all I can to make our organization and the counties it represents even better in the years ahead."

The purpose of the Michigan Association of Counties, which was formed in 1898, is to improve county and local governments through cooperative efforts in formulating legislative proposals and promoting research and educational programs. The association also focuses on establishing and maintaining close working relationships with federal, state and local units of government.

All of Michigan's 83 counties are active members of the association.



Michigan Governor John Engler congratulates Oakland County Commissioner Donn Wolf as he was sworn in as President of the Michigan Association of Counties.

Oakland County Employees Come to the Aid of Flood Victims

On August 18, Oakland County Executive L. Brooks Patterson presented a check for \$2,500 to the Salvation Army to help the victims of the devastating floods which ravaged portions of the midwest. The money was collected from executive branch employees who donate one dollar each payday for the privilege of wearing casual clothes to work.

Patterson said, in handing the money over to Captain Bruce Bailey of the Salvation Army, "Although I have the pleasure of giving you the check, it should be noted for the record that it comes from the generous and dedicated Oakland County employees who participate in the Casual Day program."

"All of this money will go directly to the flood victims," said Captain Bailey. "It will be put to good use in the clean-up effort."

Patterson established the Casual Day program shortly after he took office in January. Most of the money in the fund is earmarked to buy holiday foodbaskets for the needy at Christmas. But a County employee, Richard McGraw, who works in the Auditing Division, suggested that the proceeds from July's three Casual Days be used to provide help for the flood victims.

"I got the idea after listening to Colonel Harvey talk about the Salvation Army's involvement in the flood relief effort on the Dick Purtan show," said McGraw. "I



(left to right) Capt. Bruce Bailey of the Salvation Army with the \$2500 check for the flood victims, Community and Minority Affairs Director Rebecca Holowicki and Oakland County Executive L. Brooks Patterson.

got to thinking that providing financial assistance for the flood victims would be a good thing to do."

Captain Bailey said that so far the Salvation Army has raised about \$10 million for the clean-up effort from the eleven central states. He pointed out that every little bit helps, especially since damage from the flooding is estimated in the billions of dollars.

Patterson said he wished the check could be for more money but indicated he wants

to save most of the Casual Day funds to help the needy enjoy a happier Christmas.

"We want to be good neighbors in helping the flood victims," added Captain Bailey. "But we don't want to forget the folks here at home. The need continues here."

The Oakland County Probate Court staff has donated the following to aid in the flood relief effort in the midwest: (27) Health Kits consisting of 1 hand towel, 1 washcloth, 1 bar of soap, 1 comb, bandaids, 1 toothbrush, 1 tube of toothpaste, nail files, and 1 pocket-pack kleenex; (7) clean-up kits consisting of 1 bucket, sponges, 1 wire brush, plastic garbage bags, 1 scrub brush, rubber gloves, disinfectant/cleaner, and hand cream; (2) bedding kits consisting of 2 sheets, 2 pillow cases, and 2 pillows; (6) coloring book/crayon sets; and a package of miscellaneous items.

C. Vincent Luzi Profile

Personnel Director Vince Luzi has seen Oakland County grow and change dramatically in the nearly 29 years he's been on the job. One of the holdovers from the Murphy Administration, Luzi has moved up through the ranks of the Personnel Department since joining the County in 1965.

Luzi left his teaching job in the Clarkston School District to pursue employment opportunities at the County, and he suddenly found himself in the right place at the right time. Luzi began his career with County government in an entry level position as a Personnel Technician. At the time, Personnel was a small operation comprised of a director, assistant director, three technicians and three clerical employees. Today, the department has an employee roster of forty-one people.

Luzi came onboard when Oakland County was governed by a Board of Supervisors and he's survived through the one person, one vote system embodied in the Board of Commissioners and the Unified Form of County Government as symbolized by the County Executive.

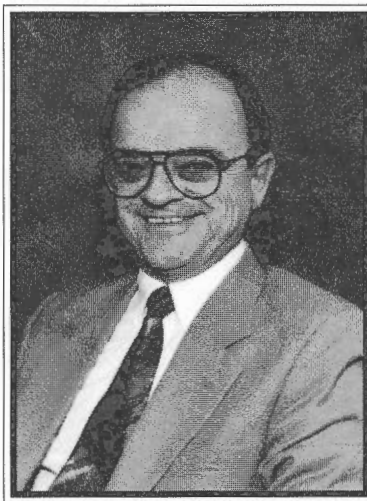
Mr. Patterson approached Luzi late in August of 1992 about staying on as Personnel Director in the new administration, and Luzi didn't have to think twice about the offer.

"I knew Brooks when he was Prosecutor," noted Luzi. "I was very happy to have the opportunity to work with Brooks because I had heard a lot of good things about him."

Luzi freely admits these are very difficult and challenging times for him personally because of the tough personnel decisions which have to be made to deal with the projected shortfall this year and next.

"I don't sleep as well at night, and I've lost a lot of weight," laments Luzi. "Then of course there are the long hours, late hours and weekends of work required to come up with solutions to the financial problems the County is facing."

But when Luzi can put the trials and tribulations of



C. Vincent Luzi
Director of Personnel

the job behind him and relax, he prefers an afternoon on the golf course. Even though he considers himself a lousy golfer, he loves the game because of the exercise it provides him. He also enjoys the camaraderie of being out on the course with friends and the all too infrequent thrill of getting off that Arnold Palmer kind of shot.

His other forms of relaxation include sailing and reading a good novel (he likes Robert Ludlum) or a book with an historical focus. Luzi also likes to catch a good movie once in a while. The last one which grabbed his fancy was "Sleepless in Seattle." He was not so fond of the "Crying Game" -- giving it a Siskel and Ebert "thumbs down."

On the surface Luzi may appear to be a rather straight down the road, conservative kind of guy. But underneath burns the heart of an adventurer. Luzi is a licensed pilot, and he recently received his certification as a scuba diver. What attracted Luzi to scuba diving?

"I needed something different to do, so I took it up last winter," said Luzi with that twinkle of devil-may-care in his eyes. "I went up to Lake Superior this summer to take my certification dive off a sunken schooner."

If someone was to wave a magic wand and Luzi could to anything he wanted, he would sail around the world or become a great musician.

"I love music and aspire to be a great musician, but unfortunately I have no talent," said Luzi. "My dad was a musician and performed with some name people back in the 40's. My uncle played piano at Baker's Keyboard Lounge when it was a jazz hot-spot in Detroit."

Despite his occasional penchant for doing something out of the ordinary, Luzi is a practical man by nature who loves his job and still finds challenge in it after nearly thirty years.

"If I won the Lotto, I'd still probably wait to retire," said Luzi in an introspective moment. "Then I might do something like sail around the world. But right now I'm still having fun."

Oakland County Employee Honored for Saving Child's Life

A two-year-old boy may owe his life to a quick-thinking Oakland County public health nurse who just happened to be in the right place at the right time.

It was June 22 when Lynn McDaniels of Sterling Heights stopped by a bridal shop in Birmingham to pick up some bridesmaid dresses for an upcoming family wedding. Her eventual destination was

to be the University of Michigan Hospital in Ann Arbor to visit her mother, who had just undergone a triple bypass heart operation. McDaniels was standing in one room of the shop when she heard someone in another room suddenly scream - "My God he's not breathing!"

When McDaniels ran into the other room, she saw five women

crowded around the two-year-old boy shaking him and trying to get him to breathe. McDaniels said she instinctively stepped in, picked up the child and performed the Heimlich maneuver on him.

"Out popped this huge mint," said McDaniels. "After the candy came out, he started breathing right away."

Because of her courageous life-

From the Sidelines

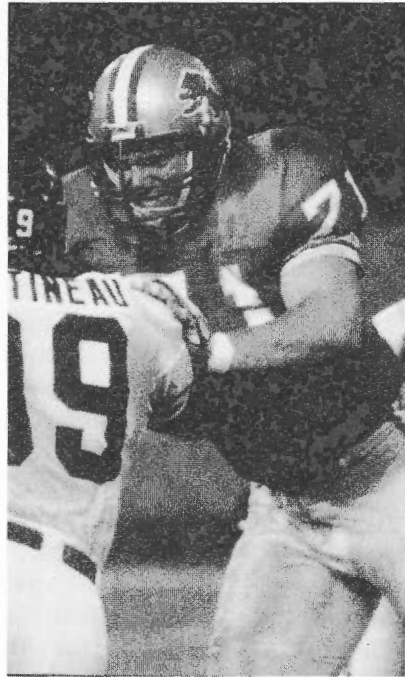
As of this writing, The Detroit Lions are leading the Central Division. Just a few short weeks ago, after losing to Tampa Bay (the doormats of the Central division), just about everyone was writing the season off as another dismal failure. Back then all we read about was the quarterback controversy and the apparent lack of return on the money invested in revamping the offensive line.

I think most of us realized that two basic ingredients were needed to turn the Lions season around. The first ingredient, which nobody has any control over, is the health of the team, primarily Lomas Brown and Pat Swilling. Their absence from the field left a huge void which was difficult to fill. Now that Lomas is healthy, the offensive line is playing as a solid unit. Pat Swilling is back to being the impact player that he has always been. Let's hope the entire team can stay healthy.

The second ingredient was that Wayne Fontes needed to make a decision on a starting quarterback. I'm not sure if "who" he picked was as important as just picking one and sticking with him. I think all three quarterbacks have strengths and weaknesses in different areas of their game, yet they stack up pretty evenly when comparing their overall effectiveness. At this point, Rodney Peete is the man and he is doing a pretty good job. We may have a couple disgruntled backup quarterbacks, but that's better than having an entire team doubting their coach's leadership qualities because of his indecisiveness. I say this not to criticize Coach Fontes but to call attention to the fact that many pro football players are merely overgrown, overpaid kids who need a strong confident coach who can lead and control them. I should know (except for the overpaid part), I was one.

It seems to me that Coach Fontes' indecision on such things as the quarterback situation is because he hasn't settled on his own coaching style yet. Let's face it -- there is not one specific style of coaching that has proven to be more successful than another. Look at Lombardi, Halas, Knoll, Madden, and Gibbs. They were all great coaches, yet their styles as well as their personalities are extremely different. The

By Rich Strenger - Risk Management
(former Detroit Lions tackle)



same could be said for Shula, Parcells and Johnson, who are all active coaches. Maybe Coach Fontes will find the right chemistry so he can someday be mentioned in the same breath as such giants in the coaching world.

Now for a brief look at the rest of the league. Green Bay was a strong favorite to lead the Central Division, but they have been hot and cold all season. I think the Lions have a good chance to take this division. The NFC East should be interesting to watch. The Eagles and the Giants got off to a fast start, but the Super Bowl defending champ Cowboys will be tough if they can keep Troy Aikman and Emmitt Smith healthy. The Saints look great in the NFC West, but never count out the 49ers. Steve Young's thumb is fully healed, and he is a tremendous threat. The AFC East is tough. Miami's guns were smoking against the Buffalo Bills in Buffalo, but the Bills have too much talent to count out. Expect some surprises this season (and some good seasons in the future) from the Colts and the Patriots. Ted Marchibroda, head coach of the Colts, and Bill Parcells, head coach of the Patriots, are two of my favorite coaches and are proven winners. It will be a close race to the finish in the AFC

Central Division. Pittsburgh is coming on strong although they lost big to Denver. Who knows what they're thinking in Cleveland. Houston will be tough as always. Finally, the AFC West -- this division could be more interesting than all the rest. San Diego was the favorite but when you have Joe Montana leading the Chiefs, John Elway directing the Broncos, Al Davis and the tradition of the Raiders and finally Tom Flores at the helm of the Seahawks organization, you expect a ton of excitement.

My Super Bowl pick is the Lions 21 and the Kansas City Chiefs 7. We must think positive.

What about college football? At the beginning of the season, I would have assured you that Michigan was going to take the Big Ten. Boy was I wrong. I usually cheer for the Spartans when they aren't playing the Wolverines, but this year I'm going to root for the Wisconsin Badgers. I was born and raised in Wisconsin, so I would like to see the Badgers win the Big Ten Title for the first time since 1963. I still believe that Florida State will be national champions.

County Softball Season Ends



By David J. Hoffman

The Oakland County Employees Co-ed Softball League completed another enjoyable year. Fourteen teams from various Oakland County departments and County-related agencies competed in 203 regular and play-off games in 1993. Over 300 County employees and friends joined in this friendly competition.

The play-offs included the top eight teams from regular season play. The final game found the Bar Association (victors over Health North in the semi-finals) playing against the Circuit Breakers, who defeated the Sheriff #1 team in their semi-final game. The Bar Association won its fourth straight league championship with a 7-1 victory over the Circuit Breakers.

The 1994 season will start with an organizational meeting in April. Any County employee wishing to play should ask around their department for team information.



Lynn McDaniels (center) proudly displays the commendation she received for saving the life of a two year old boy. On her right is Dr. Thomas Gordon, Manager of the Health Division and on her left is Rosemarie Rowney, Administrator of the Health Division's Personal and Preventative Service.

saving effort, McDaniels was presented with a special commendation by Oakland County Executive L. Brooks Patterson. The framed certificate given to McDaniels reads in part -- "Lynn, your prompt action and willingness to get involved speaks highly of you as an individual and is in the finest tradition of public service."

"I'm very proud of Lynn for a number of reasons, and this is one of them," said Rosemarie Rowney, Administrator of Personal and Preventive Health Services for the Oakland County Health Division, who is Lynn's immediate supervisor. "Lynn is very humble and doesn't like fusses made over her, but she is a star."

Dr. Tom Gordon, Manager of the Oakland County Health Division, beamed with pride as he also heaped praise on McDaniels.

"Lynn is an outstanding person, and we are very proud to have her working with us," said Gordon. "We also like to embarrass Lynn from time to time." To which McDaniels responded -- "You're doing a very nice job of that today."

McDaniels, who is the Administrative Assistant for the Health Division's Personal and Preventive Services, has been an Oakland County employee since 1985. She is also a Flight Nurse in the Air Force Reserves.

CHANGING PLACES/CHANGING FACES

NEW EMPLOYEES

Joni Brakke as a Research Attorney for the Honorable Richard Kuhn.

Kevin Bullock was hired at Animal Control as an Animal Shelter Attendant.

Rebecca Frick as General Clerical for the Jury Office.

Robin Gattleson as Court Clerk I to the Honorable Fred Mester.

Dawn Holzhausen as a new employee at the Assignment Clerk's Office.

Children's Village welcomes new employee **Tracy Huffman** as a Youth Specialist I.

Mike Mulqueen as Court Clerk I for the Honorable Rudy Nichols.

Pretrial Services welcomes **Mary Allix, Timothy Leh,** and **Kimberly Hassinger.**

Jan Trombley is an intern in the Cultural Affairs Office.

Donna Zoulek is working in the Assignment Clerk's Office as General Clerical.

PROMOTIONS

Les Barron, Parks & Recreation, was promoted to General Maintenance Mechanic at Glen Oaks.

Gina Bohn, FM&O Administration, was promoted from Office Supervisor I to Office Supervisor II.

Joe DeRousha, Parks & Recreation, was promoted to Grounds Supervisor at Springfield Oaks.

Les Gidcumb, Parks & Recreation, was promoted to General Equipment Mechanic at Springfield Oaks.

Gordy Goodwin, Parks & Recreation, was promoted to General Maintenance Mechanic at Springfield Oaks.

TRANSFERS

Boyd Brokenshaw from Grounds Unit to Parks & Recreation as Groundskeeper II.

David Chiapelli has transferred from Court Clerk for the visiting judges to Court Clerk I for the Honorable Edward Sosnick.

Sheila Cole is Court Reporter III for the Honorable Robert Templin. She was a Court Reporter for the late Judge John O'Brien.

Nancy Kunzat is Court Clerk II for the Honorable Rudy Nichols. She was previously a Clerk for Visiting Judge Ziem.

Kay Pru'dhomme from the Health Division-North Office Field Nursing to the Health Division's South Office Breast & Cervical Cancer Screening Center.

Andrea LaFrance, Clerk for the Honorable Fred Mester, has transferred to the Prosecutor's Office.

Laura Ralko from the Health Division's North Office Field Nursing to the division's South Office Breast & Cervical Cancer Screening Center.

Cheryl Smith, Health Division-Breast & Cervical Cancer Screening Center in Southfield, transferred to North Office General Clinic.

ARRIVALS/DEPARTURES

BIRTHS

Wendy Conklin, who works in Equalization, and her husband **Dave Conklin**, Sheriff's Department, had a bouncing baby boy, Jacob Michael, on 9/9/93.

Charles Holm, Sewer Maintenance Section, Drain Commissioner Office, and his wife Michelle are the proud parents of twin boys, Casey and Tyler, born 6/13/93.

Darlene Marion, Parks & Recreation, announces the birth of her daughter, Taylor Kristen Leigh Fowlkes, born 9/22/93.

Mary May, Court Reporter III, is the proud grandmother of Sydney Maris Hartle, born 3/27/93.

Gary Mundy, Wastewater Treat Operations, Drain Commissioner Office, and his wife Lori are the proud parents of a daughter, Rachel, born 9/20/93.

Laurie Wolfrom-Niewadomski, Children's Village, and husband John are the proud parents of a daughter, Jenna Elizabeth, born 3/4/93.

Leeanne Robinson, EMS & Emergency Management, and her husband Allen Zsido are pleased to announce the birth of their daughter, Kelsey Alexandra, who was born 8/2/93.

RETIREMENT

Ron Streval, Parks & Recreation, retired after 21 years of service. His most recent job was Groundskeeper II at Springfield Oaks Golf Course.

FOND FAREWELLS

Timothy Ash, Court Clerk I for the Honorable Robert Anderson, is now an attorney in private practice.

Todd Barson has left Judge O'Brien's chambers to take the Colorado Bar Exam.

Susan Borovica, General Clerical in the Jury Office, has moved to North Carolina.

Geoff Caddell, Computer Services, bid a fond farewell on 9/22/93.

Judith (Anderson) Colson left Breast & Cervical Cancer Screening Center-Southfield in August as she married and moved to Spring Arbor, MI.

Brian Mason, Computer Services, bid a fond farewell on 8/27/93.

Paul Miller, Clerk II for the Honorable Rudy Nichols, has left for a position with Hainer and Demerest.

The following have left the late Judge John N. O'Brien's chambers: **Phil Marcuse**, **Joseph Lash**, and **Shannon O'Brien**.

CELEBRATIONS

WEDDINGS

Dan Bowles, FM&O Custodial Unit, and Nicholelle were married 8/28/93.

Chris Carpenter, Computer Services, wed **Linda Keehn**, Medical Care Facility, on 8/21/93.

KUDOS

Don Bailey, Manager/Equalization Director, was presented with the "Most Valuable Member Award" by the Michigan Assessors Association at its summer conference.

Volunteer recognition went to **Gina Carden**, Health Division, for 10 years as a Probation Officer with the 43rd District Court in Hazel Park and for 10 years as a Police Reserve Officer for the Madison Heights Police Department.

Circuit Court congratulates the following employees as being law school grads: **Todd Barson**, **Russ Anderson**, **Mark Mayberry**, **Jeff Hall**, **Chuck Snell**, **Rose Bully**, and **Paul Miller**. Congratulations as well to those who passed the Bar Exam: **Tim Ash**, **Phil Marcuse**, and **Paul Miller**. It is noted that Paul received a score of 163 on the multi-state portion of the Bar Exam.

Martha Clapp, Public Health Nurse, was recognized by the Michigan Public Health Association, Community Health Nursing Division, with an award for Excellence in Practice.

Computer Services was the recipient of two National Association of Counties (NACO) 1993 Achievement Awards; one for Electronic Document Imaging and one for Regional Computer Aided Dispatch System.

The following Drain Commissioner Operation-Maintenance, Wastewater Treatment Plant personnel passed the written examination for certification as Municipal Treatment Plant Operators for the class of plant noted: **Gary Mundy**, Class B; **Dee Hamilton**, Class C; **Connie Perkins**, Class C; **Todd Crimmins**, Class C; and **Kurian Joychan**, Class C.

The Health Division received the NACO (National Association of Counties) Award for Groundwater Protection.

Lisa Hobart, Equalization Field Supervisor, was presented with the "Distinguished Service Award."

Congratulations to **Doris Schuchter**, Public Health Nurse in Services to the Aging, who provided clinical expertise and has been credited in a video production titled "Care and Management of the Parkinsonian in Nursing Homes."

Major Monica Vincent, Clinic Supervisor at the Health Division, was recognized by the U.S. Air Force, School of Aerospace Medicine, as having completed the Battlefield Nursing Course on 7/30/93.

Ron Woodhull, Parks & Recreation, captured the Michigan Seniors Publinx golf title. He played 36 holes and shot 73-79. With his handicap, Ron shot a 134 on a par 72 course. The competition took place at Three Rivers Golf Course near Kalamazoo.

THE SWAP SHOP

FREE firewood. Must pick up. Call Anne at 858-1090.

1972 Corvette, 350 auto, 30,000 miles, new paint (red) with black interior. \$13,500. Call 634-9050, ask for Matt.

Colonial, almost 1700 sq. ft., 3 bdrm, 1 1/2 baths, lr, dr, fr, basement, 2-car garage. 2 1/2 acres. I-75/Baldwin area. \$159,900. Call Yvonne at 391-1248/858-1629.

Why rent? Move right into this immaculate Keatington Condo carriage unit. Comes with all appliances plus washer and dryer. Tastefully decorated with new windows across the front and newer 40 gal. water heater. Freshly painted (9/93) balcony, living room, dining room, kitchen and hall. Private entrance, central air, 887 square feet. Quiet surroundings and good neighborhood just 3 miles from I-75. Priced to sell at \$50,000. For additional information and private tour contact Joyce Somerville at 693-2244 or 403-4117.

NEEDED

Animal Control is in desperate need of towels and blankets for the animals at the Animal Care Center. Please call 391-4100.

EMPLOYEE OF THE MONTH

By Mark Cleveland

Greg Alessi, Recreation Supervisor of Children's Village, just became Employee of the Month.



Greg Alessi
Children's Village

Mike Worrell, Manager of Children's Village, said he selected Alessi because of his many efforts to improve the lives of the young people at the Village. "He sees voids and actively seeks to fill them," Worrell said.

Alessi, who boasts a long list of accomplishments, is a tireless promoter of the Village.

He has developed approximately \$125,000 in funds to create projects to benefit kids at the Village. Money went into recreational equipment, a library and post-high school scholarships.

Alessi mountain bikes and lifts weights to stay in shape and coaches wrestling at West Bloomfield High School.

Pam Hill, Secretary and 19-year employee of the Medical Examiner's Office, was selected as Employee of the Month.



Pam Hill
Medical Examiners Office

"Hill always goes above and beyond her job duties," according to Bill MacDonald, Chief Examiner. "She never turns down an opportunity to help someone out."

She is the department's goodwill ambassador for the March of Dimes and the United Way, and organizes any fund raising event that comes up.

"I felt honored to have been selected so quickly," Hill said. "There are so many deserving employees."

In her time off, Hill plays the organ and sings at Stringham Missionary Church in Waterford. She is also President of Strike Force, her bowling team.

Dr. Arun Kulkarni recently received the Employee of the Month Award. He has worked for about two-and-a-half years as a Staff Psychiatrist for Community Mental Health.



Dr. Arun Kulkarni
Comm. Mental Health

Dr. Kulkarni's dedication impressed Clinic Supervisor Mario Chigi. "He makes himself available at any time of the day, and he understands the needs of our patients, which is unusual in a physician," Chigi said.

The easy and trusting relationship of the staff in Case Management is the greatest reward of his job, according to Dr. Kulkarni.

In 1984, he left his homeland of India in search of advanced medical training and better opportunities. Since then, he has enjoyed meeting new people and learning the American way of life with his family.

Joe Wheeler, Market Master of the Pontiac Farmer's Market, was the recipient of the Employee of the Month Award.



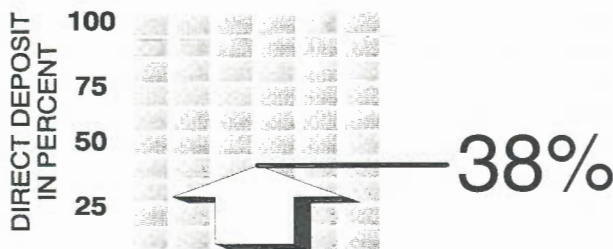
Joe Wheeler
Farmers Market

Since Wheeler began working at the market in 1989, it's seen nothing but growth. During the year, he oversees the daily operations of over 130 vendors.

His dedication is apparent just by looking at the time he gets to work--4:30 a.m.

Wheeler's known for his friendliness and relationship with the farmers. "When you've got thousands of people coming through there you have to keep a good rapport," said Gary Walker, Chief of Market Operations. "Joe's cool under pressure."

Wheeler and his wife Cassie also lead a support group at Mt. Zion Temple in Clarkston to help adults who were abused as children.



NEW PUBLIC INFORMATION HOTLINE !!! 858-1022

When you dial the Information Hotline you get your choice of news:

- Press #1 for Employee Information
- Press #2 for late breaking Oakland County news
- Press #3 for Arts & Cultural Information
- Press #4 for news about Community & Minority Affairs

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