

FRANKLY SPEAKING

A NEWSLETTER FOR AND BY MARIN COUNTY EMPLOYEES

Emergency Control

Photo by Janice Hughes



L to R: Don Morosi, Ralph Lunan, Chris Godley, Ursula Hanks, Steven Hancock, Eva DeNegri

By Ursula Hanks—Sheriff's Office

"Duck, cover, hold! This building is shaking!" Imagine a major earthquake today, large enough to cause damage, injury, and confusion. As a result of retrofits, our own Frank Lloyd Wright

for management, operations, planning/intelligence, logistics, and finance/administration. Telephones, cords, and wires get plugged in, status boards get hung on walls, and electronic equipment is activated. The activity is intense

Civic Center remains intact. Eventually the panic dissipates and electrical power is restored. Then, the Sheriff's Office Emergency Operations Center (EOC) swings into action to direct disaster relief operations. ■ The EOC, located in the Civic Center, has workstations configured

and focused. EOC staff members know what to do because of ongoing training and exercises. ■ With this activation, employees from throughout the county report to their previously designated disaster service assignments. "A" shift, the first of three EOC shifts, reports to work. **Laura Armor** (HR) and **Mariano Zamudio** (HR) assume duties as the Public Information Officers; **Steve Jensen** (DPW) assesses damage in the field; **Linda Ferguson** (H&HS) monitors public health needs; **Gerry Norton** (HR) maintains EOC staffing; **Patrick Faulkner** (Co. Counsel) is the legal officer and assists EOC Director **Mark Riesenfeld** (CAO); **Ken Tisdale** (DPW) monitors road conditions; and **Jim Engelman** (Sheriff) assumes leadership as the section chief for finance/administration. ■ Emergency Services Manager **Chris Godley** leads the staff

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Energy Meets Experience

By Colleen Weems—HR

You may have seen them in the halls of your nearest county office, traveling swiftly between the desks, stacks of paper in hand or with their heads buried thoughtfully in a project. Maybe there is one following you around, observing your every move. They are here to learn, and here to help...they are interns. ■ The student internship program is operated by Human Resources' Civic Center Volunteers and places graduate, undergraduate, high school, and vocational students into substantive internships throughout county departments. Some internships offer a small stipend, though the majority of the work is unpaid. The distinction between volunteers and interns is that internships are designed with learning objectives and give course credit. ■ "Our interns supplement the work that we do as county employees, while they gain professional experience," says Internship Coordinator **Joy Fossett** (HR). "They also bring us fresh perspectives and great enthusiasm." ■ Joy works closely with departments to develop meaningful jobs, and also with colleges and universities to recruit quality



Photo by Colleen Weems

L to R: Affordable Housing Interns Ryan Kim and Emi Louie-Nishikawa, supervisor Barbara Collins, and intern Ariel Birtley. Not pictured: Andy Feng

interns. In the last year, nearly 50 new internship positions were created and filled. At any time throughout the year, the county boasts about 100 interns. In addition, the Public Defender's Office, the District Attorney's Office, and some H&HS programs maintain close relationships with academic institutions to recruit their interns directly. ■ **Barbara Collins**, Affordable Housing Strategist for the Community Development Agency, has utilized interns in many capacities since 2001.

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FRANKLY SPEAKING

Editorial Board

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Frankly Speaking is a quarterly publication for and by Marin County employees. Send articles, cartoons, photos, poems, etc., to **Joan Brown**, HR, Room 407, Civic Center. E-mail info to jbrown@co.marin.ca.us or send a disk using Microsoft Word, with hard copy attached. Identify disk with subject, your name and phone number. On photos, include all names and the name of the photographer. Digital photos must be shot at the highest quality setting.

Reporter of the Quarter: Margaret Bohan

Schedule

Articles Due	Publication Date
Tues., Sept. 7	Fri., Oct. 29, 2004
Tues., Nov. 7	Fri., Feb. 4, 2005
Tues., March 8	Fri., May 13, 2005
Tues., June 14	Fri., Aug. 5, 2005
Tues., Sept. 6	Fri., Oct. 28, 2005

“How far you go in life depends
 on your being tender with the young,
 compassionate with the aged,
 sympathetic with the striving,
 and tolerant of the weak and the strong.
 Because someday in life
 you will have been all of those.”

George Washington Carver

FRANKLY SPEAKING Purpose and Priorities

COMMUNICATION · DIVERSITY · RECOGNITION · EDUCATION · NEWS · FUN · INTERACTION

The Marin County newsletter is intended for internal communication. The newsletter will not include partisan or non-partisan political activity, or issues related to labor disputes and grievances.

Photo by Joan Brown



Kelley Litz

Kelley Comes on Board

By Joan Brown—HR

The Frankly Speaking Editorial Board welcomes new member **Kelley Litz** (H&HS). Kelley, the Administrative Secretary to H&HS Director **Larry Meredith**, is known as “Flight Control” around her office. She brings technical expertise and a fine eye for detail to the board. She has been with the county for three years, after more than 25 years with the College of Marin, where she worked on a variety of publications. ■

County of Marin Family Day—Labor Day at the Lake!

- Sunday, September 5, 5–9 p.m.
- Stafford Lake Park in Novato
- Fireworks, music, food, and great fun!
- Tickets are free to employees & their families

Call **Melissa Hundley** at 499-7371 with any questions.

Photo by Rick Fraites



Ben Berto

Rack ‘n Roll

By Rick Fraites—BOS

Ben Berto of the Community Development Agency takes advantage of one of the six new bicycle lockers located at the rear of the loading dock at the south arch of the Civic Center. Thanks to a grant from the Bay Area Air Quality Management District, county employees who bike to work at the Marin County Public Health Lab and Clinic at 920 Grand Avenue, San Rafael, can now protect their noble mounts in a fully secured bike locker. **Kim Hansard** (H&HS) and **Mark Castagnoli** (H&HS) are thrilled, and

predict the rest of the staff at that site may all jump on their bikes now. Two bike racks were also installed at 10 and 20 North San Pedro Road. During May’s “Bike to Work Week,” free bike tune-ups, bike route maps, and lunches were provided to employee cyclists. Thanks go to **Carey Lando** (DPW), who continues to promote alternative means of transportation. ■

Photo by Janice Hughes



More than 130 employees attended the recent lunchtime “Walk for Health” around the Civic Center lagoon. The Human Resources Department provided pedometers for the first 100 walkers as well as nutritious snacks. H&HS Director **Larry Meredith** kicked off the walk with motivational comments and health tips.

Library Makes a Smooth Landing

By Sarah Houghton—Library

Photo by Alysanne Taylor



Excited patrons go through the doors of the new library at the grand opening at Hamilton Field.

A library in an old airplane hangar? Yes! The South Novato Branch of the Marin County Free Library moved to hangar six at Hamilton Field along with Library Technical Services and MARINet (the Marin Public Library consortium) in May. ■ The South Novato Library was closed for two weeks while the books, furniture, computers, and staff moved to the new location. While patrons were disappointed that their favorite local library was closed temporarily, they were excited about the prospect of the new space. Says South Novato Library's Branch Manager, **Helen Romero**, "I love the spaciousness and the warm feeling from the new colors and carpet. There is extra shelving space and, best of all, there is room to grow when the library's budget allows." ■ The South Novato Library reopened with festivities on Saturday, June 5. A crowd of over 200 people was in attendance, including many families. The celebration was kicked off with an opening ceremony by the Boy Scouts and some inspiring words from library leaders and Friends of the Library, and ended with Helen cutting the ceremonial ribbon, allowing the anxious crowd to enter. Food and entertainment rounded out the day. ■ All of the popular services of the old library are available at the new branch. The Family Literacy program continues to have space for tutoring services. The hugely popular Summer Reading Program includes a number of children's programs, and regular story hours are scheduled for pre-schoolers. The South Novato Library Book Club and Internet classes continue right on schedule. ■ Hamilton Landing is one of the fastest-growing areas of Novato. The new library is close to senior housing, workforce housing, schools, and a rapidly growing residential area. The new facility is about 50% bigger than the old location and has comfortable new furniture. Working with the Friends of the Novato Libraries, Mark Schatz, the library's architect and a Hamilton resident, personally raised more than \$37,000 for the furniture. ■ The new South Novato Library also has a number of technological innovations in place. The raised flooring in the building will allow easy installation of power and data cables to the study tables, so that customers eventually will be able to plug personal laptops into the library network. Two self-check machines are available to speed up checkout. ■ Library Director **Carol Starr** commented, "We're thrilled to be able to offer expanded services to our South Novato customers at Hamilton." ■



Illustration by Phoenicia Thomas

PETTERLE'S PERSPECTIVE

By Steve Petterle—POS&CS

I write a lot of letters and a lot of memos. And I write articles sometimes, too. When I began writing for business, I often found myself searching for just the right word to convey a thought or an idea. I soon began to realize that I was spending a disproportionate amount of time trying to find the correct words for my texts. So, one day in my frustration, I devised a solution, which ensured that I would always have just the right word at my fingertips. I call it the wordialerator (sounds just like it's spelled, spelled like it sounds). The wordialerator system is not terribly complex, although it is novel. Simply outlined, wordialerator works like this: I'm allowed up to 45 seconds to think of a word that says what I want to say and fits into the context of my document. If I can't find a word within that time, I'm required to make up a word, which sounds like it could mean what I want to say. Wordialerator means making the commitment to an automatic elosceration for word development. ■ I have found that people generally have a good nature and will accept almost anything that is presented to them, if it is presented to them in a pleasant and intelligent fashion. They will make up meanings for words they do not understand. This is the key to wordialerating. It relies upon an individual's desire to appear smart, even to himself. Wordialerator works best when "synthesized" words are composed of at least four syllables and sound meaningful. Resorting to a single syllable word vags no one (see?) and is just plain shidilerate. ■ I also employ the concept of prelimitation, which eliminates words from consideration before I even consider them to be considered (they're prelimitated). This is part of the wordialerator process and speeds my writing up spirodally. ■ I did not copyright nor patent the idea, so I hope you'll give it a try. If you are like me, you will find that you will not have to worry about calimestering anymore. ■

Photo by Janice Hughes



David Herlocker, Naturalist with our Open Space District, led a nature walk on May 22 onto Mt. Burdell in Novato. Several county employees saw the notice in the county's FYI and joined the hike.



L to R: Victim/Witness Advocates Roseann George, Josie Koch, Mary Anne McDonough, Legal Process Specialist Anna Macias and Nilda Fernandez, Victim/Witness Advocate. Not Pictured: Yolanda Johnson, Victim/Witness Advocate

When “Family” Means Fear

By Helen Donahey—DA’s Office

Domestic violence can be devastating to kids. Children exposed to family violence witness a range of aberrant behaviors—physical battering (from slapping and shoving to murder), sexual abuse, harassment, verbal abuse, and more. The children often suffer abuse as well, particularly if they try to intervene. For them, home can be a place marred by fear. What are we doing for kids who witness this violence? ■

According to **Mary Anne McDonough**, the District Attorney’s (DA) Victim Witness Program Coordinator and the current co-chair of the Marin County Domestic Violence Coordinating Council, the experience of victimization by family violence is far too common among children. These children commonly exhibit problems such as depression, low self-esteem, sleeping or eating disturbances, and substance abuse. Current research also shows that exposure to violence can even affect brain development in very young children. ■ With October as National Domestic Violence Awareness Month, **Rebecca Smith**, Health Planner/Evaluator for Health and Human Services (H&HS), acknowledges that there is a growing concern nationally about the direct impact that family violence has on children. Rebecca and Community Health and Prevention Services staff are spearheading efforts to educate service providers in the community.

For example, the department has purchased a set of videos by Dr. Bruce Perry of the Child Trauma Academy that discusses the effects of family violence on children. These videos are being shown to community organizations, childcare providers, and at homeless shelters. Rebecca is also coordinating the development of best practices and training modules related to screening for family violence at H&HS clinics and programs. ■ Other divisions within H&HS try to ensure that the child victims receive assessments and counseling. For instance, when Women’s Health Services professionals interact with a domestic violence victim, they make sure that child witnesses are noted in the police report so that they can obtain counseling through the Victim/Witness Program. Upon receiving a referral, Child Protective Services conducts a family assessment and provides services that may include child and family counseling and referrals to community service providers on a case-by-case basis. ■ When a family violence case is referred to the DA’s Office, the assigned Victim/Witness Advocate evaluates the children’s mental health needs. The parent or parents are referred to community agencies or to the Child Abuse Treatment Program (CHAT), a collaborative program developed by the DA and the Family Service Agency of

Marin. CHAT offers comprehensive treatment to abused children, advocacy and support to child victims and their families, and assistance with the criminal justice system. The program involves children who have been victimized by family violence. CHAT mental health professionals contact referred families to set up assessments for the children. Based on the assessments, treatment plans are developed and referrals are made to appropriate agencies. ■ If a family violence case is prosecuted and children are required to appear in court, Victim/Witness Advocates help the children understand their roles in the proceedings, using tools such as illustrated activity booklets for children, entitled “What’s Happening in Court?” and “What’s My Job in Court?” ■ Many of the cases referred to the DA involve the Jeanette Prandi Children’s Center (JPCC), a multidisciplinary center where children can safely discuss their family violence or abuse experiences and where forensic interviews are conducted by law enforcement, social services, and other trained professionals in a child-friendly environment. ■ Law enforcement, social services, and mental health providers are increasingly aware that family violence can have a lifelong impact on children. The goals of county departments, working with the Domestic Violence Coordinating Council, Marin Abused Women’s Services (MAWS), and other involved community groups, are successful education and training, and provision of all services necessary for these victimized children. ■

Enter to Win



Winning photos of the 9th Annual Vacation Photo Contest will be published in the Fourth Quarter *Frankly Speaking*, displayed in the Civic Center Cafe, and awarded prizes! Employees must be either the photographer or in a photo taken anytime since the fall of 2003. Previous participants are welcome! Any size or format (including high-resolution digital) is welcome and should be submitted to **Janice Hughes** c/o DA Office, Room 130, or jhughes@co.marin.ca.us by Tuesday, September 7, 2004.

Law enforcement, social services, and mental health providers are increasingly aware that family violence can have a lifelong impact on children.

New Looks at Breast Cancer

By Xania Robinson—H&HS

Health and Human Services (H&HS) is supporting several new breast cancer research projects aimed at investigating the high incidence of breast cancer in Marin. The projects are funded by the county through a grant from the Centers for Disease Control & Prevention. ■ "We are absolutely committed to research-based projects that bring a greater understanding of breast cancer in Marin County, and can serve as a model for communities across the country," said **Rochelle Ereman**, MPH, Epidemiology Program Coordinator. ■ There are four external projects, including three involving University of California, San Francisco (UCSF). The first is the conducting of a survey of breast cancer screening practices, risk factors, screening

performance, and tumor characteristics of women receiving mammograms in Marin compared to San Francisco. The second UCSF project is evaluating the types of tumors found in Marin women in terms of known risk factors, primarily hormone replacement therapy and alcohol. A third effort involves the State Department of Health Services and the Breast Cancer and the Environment Research Center at UCSF. Marin Breast Cancer Watch is planning a conference for October 9 on the risks and benefits for individuals and groups of bio-monitoring. A fourth project is by the University of Michigan, and is calculating the proportion of breast cancer cases in Marin that can be attributed to combinations of traditional risk factors such

as alcohol consumption, hormone replacement therapy, family history, parity, and late childbearing. ■ In addition, H&HS is conducting projects identified by the county's National Breast Cancer Research Advisory Group to develop a better understanding of the biologic risk factors associated with socioeconomic status and breast cancer. They also will examine the relationship between trends in invasive and *in situ* breast cancer in Marin, to discover whether increased mammography screening might account for increased incidence. They will use these findings to develop and implement a risk communication plan to distribute breast cancer information and research findings to the public. ■ For more information on these and other projects visit marinbreastcancer.org. ■



Photo by Gina Bessie

Epidemiology Program Team. **Back row, L to R:** Kathy Koblick, Breast Cancer Research Coordinator; Andrew Horvath, Communicable Disease Epidemiologist; Lani Hink, Secretary; Xania Robinson, Project Coordinator. **Front row, L to R:** Lee Ann Prebil, Epidemiologist; Rochelle Ereman, Epidemiology Program Coordinator.

The World Wide Web

By Cathy Selmi—IST

Today most people would agree that it's hard to imagine either our professional lives or our personal lives without the World Wide Web, e-mail, and Google! Noting the convergence of anniversary dates of web-related events—August 1 is the World Wide Web Anniversary (8/1/90), August 12 is the anniversary of the PC (8/12/81), and October 20 is the anniversary of the creation of the Internet (10/29/69)—we asked some county employees how their work life has changed due to Internet access. ■

"The Internet has allowed us to better serve the public by giving an alternative method of 'timely' payment, and by allowing our staff to research information for taxpayers in need."

Don Donlon—Accountant, Treas./Tax

"The Internet tells me in a matter of seconds whether a rude attorney has been disciplined. E-mail has revolutionized document revision and has eliminated the need for many meetings, conference calls, and correspondence."

Lynn Duryee—Judge, Courts

"Virtually overnight, we have made a transition into a new work environment. Where a primary limiting factor was once the availability of information, it is now the effective management of the almost infinite information available to us. We find ourselves in the position of deciding how much time we can reasonably invest in gathering and analyzing information before making our decisions and moving on; about how much is enough."

Bob Beaumont—Chief Assistant Director, DPW

"My job wouldn't exist without the Internet. Directing e-services for the Marin County libraries, everything I do is web-based, from maintaining the library's website to coordinating the online article databases we offer to the public."

Sarah Houghton—Electronic Services Librarian, Library

"The Internet has been both a blessing and a curse. ■ **Blessing**—I no longer have to make trips to the Law Library to research legislation. The information is virtually available at my fingertips. The Internet also has enabled me to exchange learning and questions with colleagues in a much more efficient manner. ■ **Curse**—The amount of information available to me has multiplied exponentially since the advent of the Internet. I have to remind myself to validate the information I obtain from the Internet, and consider the reliability of the information sources."

Elise Lenox—Health Policy Analyst and Project Manager, H&HS

We asked some county employees how their work life has changed due to Internet access.

County employees walk the talk, with many in the forefront of volunteerism to make this a better world. **Becky Snyder** (BOS) received an award from the Petaluma Animal Shelter as their Volunteer of the Year 2003-04 for her work as a "cat cuddler." In appreciation of the five years she spent training others how to handle and work with cats, she was presented with a beautiful basket of plants, a certificate, and an engraved pin. ■

Sheriff's Dispatchers **Scott Tipton**, **Caroline Mercado**, **Patty Taylor**, and **Michelle Higgins** recently received lifesaving medals from Sheriff **Robert Doyle** for their outstanding efforts that led to many lives being spared, including talking a 9-year-old through CPR, assisting with a kidnapping investigation, and helping a woman administer CPR on her husband. Dispatcher **Karen Cornett** and Sheriff's Negotiator **Jim Hickey** also were honored at the Marin County Police Officer Awards Dinner for their roles in talking a suicidal person off the Golden Gate Bridge. ■

County employees raised approximately \$1,500 for the annual MS Walk at Crissy Field in San Francisco on April 17. Those burning calories and earning donations included **Farhad Mansourian** (DPW), **Marilyn Filbrun** (IST), **Barbara Gately**

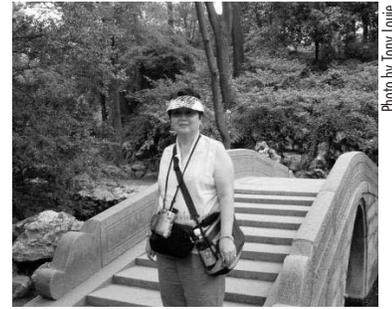
(former Marin County Law Librarian), **Maria Rohner Storniolo** (Co. Counsel), and **Paulette Engler** (Co. Counsel). Incidentally, Farhad was also one of the top 150 fundraisers in 2003. ■

Even more calories were burned by those folks who ran the Bay to Breakers in San Francisco in May, almost 7.5 miles of fun in the sun. Some people, however, do take the race seriously. James Nielsen, son of **Jim Nielsen** (PD) is an elite runner who placed 14th with a time of 38:52. James is a member of the Nike Farm Team. On a slower note, **Josie Cenicerros** (PD) came in at 1:16:24. No costume, but she did run as part of the KRON 4 team. Not bad for a first-time racer. ■

When the annual Spring Cleanup is underway, you never know what you're going to find behind those files. Two enormous spiders were deported from **Dorothy Jones'** (Co. Counsel) office, and a 3-foot snake from beneath **Jim Selmi's** (DPW) desk. ■

A lovely new daughter, Sarah, was born to **Karla Kelly** (H&HS) on April 4. **Marilyn Cannon** (Aud-Cont.) gained a new granddaughter, Kayla Marie, on March 28. Marilyn was privileged to be present at Kayla's birth, and also loves being "Grammie" to Kayla's 3-year-old sister, Emily Ann. **Teresa Ramirez** (Courts) got to travel to Brighton, England, to meet her new granddaughter, Isabella Marie, born May 24, where her daughter and son-in-law, Michele and Steven Mendoza, live. **Renee Giacomini Brewer** (Co. Counsel) is the proud mom of Brett, born June 9; Brett is her third child. ■

Three's a charm for **Rita Widergren** (H&HS) as she experienced three exciting events in a three-week period. She was honored as the Outstanding Supervisor of Volunteers on April 27, and then welcomed new granddaughter, Regan Taylor, on May 5. Rita said she was able to get in lots of cuddles and kisses with Regan before she and her husband set off on the two-week trip to Madrid, Spain, to visit their daughter at the end of a semester abroad. They then traveled on to Marbella on the Costa del Sol. ■



Evelyn Li on the grounds of the Leaning Pagoda of China

You could call it a pilgrimage that **Evelyn Li** (Probation) took back to her homeland, China. At age 7, she and her mother left Shanghai before the Communists took over. Evelyn, who has always wanted to return, did so at the end of April. She visited Shanghai, Beijing, Fengdu, Wuhan, Nanjing, and Xian. She cruised the Yangtze River and saw the Qutang and Xiling gorges and Yellow Mountain. She visited a factory in Suzou where silk was spun from cocoons, and climbed the Great Wall. Her last stop was Hong Kong, where she met **Patrick Fan** (Courts), whose visit coincided with hers. ■

Putting out fires is nothing new to most county staff—but **Liz Lewis** (DPW) took her shovel and single-handedly extinguished a small fire in the wood chips by the Administration archway on May 25. As the fire engine raced up the hill to the now non-fire, Liz nonchalantly walked away to put the shovel back in her county truck, oblivious to the applause of employees on the balconies watching. ■

Photo by Barry Stiefer



L to R: Paulette Engler, Maria Rohner Storniolo, Farhad Mansourian, and Marilyn Filbrun

Please e-mail information on the people in your dept. to Odds & Ends columnist Margaret Bohan, mbohan@co.marin.ca.us or fax her at 499-3799.



What a great idea! Francie Hubert and Margie Lazo hosted a lunch-hour clothing swap in the Auditor-Controller's office. Participants brought in their unwanted clothing to swap with co-workers. Leftover clothing was donated to charities. L to R: Wendy Noonan, Nancy Zaharin, and Francie Hubert.

Photo by Tony Louie

Photo by Margie Lazo

Open Wide!

By Jody Timms—H&HS

Few single words can strike fear in the hearts of grown adults, but “dentist” is one of those words. For many of us, the word might as well have a permanent exclamation point attached! Though dentists suffer when it comes to popularity, the support staff at the Marin County Dental Clinic definitely does not. October is Dental Hygiene Awareness Month, and October 1 is World Smile Day, making it the



Dental Aide Nancy Quintanilla and Nancy Derham, D.D.S.

perfect time to appreciate the staff of the clinic! Registered dental assistants **Denny Phan, Israel Gonzalez, Maria Maldonado, Vicki Lloverias, and Sally Landis**, all College of Marin graduates, Sr. Clerk/Typist **Nancy Quintanilla**, scrub nurses **Daniel Gonzalez** and **Nereyda Hernandez**, and energetic manager **Shirley Watt** form a team that impresses the eight or so special appointment dentists who work at 411 Fourth Street, San Rafael, serving low-income children, adults, and seniors. ■ Shirley started the clinic in 1992 and is assisted by a staff that patients “just love!” Shirley praised her bi-lingual staff, citing their competence, flexibility, reassuring manner, commitment to public health, autonomy, and pride in their work. “Dentists are astounded at their skill level and try to steal them away,” she says proudly. ■ The clinic, with a nice big sign reading “Servicio Dental Del Condado de Marin,” serves nearly 50 patients a day, Monday through Friday, providing complete restorative treatment under the scope of general practice. Dental emergencies

are always handled within a day or two, but regular dental care may have to wait for up to four months. The clinic also offers a “toothprint” for kids, wax impressions of their bites for identification purposes. ■

Dental Clinic staff make monthly trips to West Marin, toting eight portable suitcases stuffed full of dental equipment, x-ray and compressor machines, and patient and dentist chairs, allowing them to provide a full range of services in collaboration with the Point Reyes Health Clinic. Community outreach is ongoing, and one highlight is the annual winter “Festival of Smiles.” It is usually held at Pickleweed Park in San Rafael, but is slated for Novato in 2005. If you know of someone in need, be sure to send them to the happy smiling staff at our own county Dental Clinic, 415-446-3325. ■



Shirley Watt

Photos by Janice Hughes

Five Glasses a Day Keeps the Doctor Away

By Pam Doerr—H&HS

If you knew drinking five glasses of water daily could reduce your chance of a heart attack, would you drink that much? What if you knew it would reduce your chances by a staggering 41%? ■ Scores of people packed a San Rafael conference room on May 13 to get this and many other tips, and a little inspiration, about healthful aging. The presentation, “How Do We Age & Do Women Do It Better?” was a first-time collaboration, initiated by the Commission on Aging, and co-sponsored by the Marin Women’s Commission, and both Marin General and Novato Community hospitals. The conference featured an introduction by **Larry Meredith**, Director of Health & Human Services, and discussions led by U.C. Davis geriatrician Michael McCloud, M.D., and Marin cardiologist Mark Wexman, M.D. ■ Marin has the fastest-growing population of persons over 60 years old in the state, and 18%

of Marin’s population is over age 65.

■ With that in mind, what happens as we age, and what can we do to make it a positive and more healthful experience? Things such as loss of some height, changing sleep patterns, and the thinning of our hair may be unavoidable. However, muscle function can be maintained with exercise—any time is the right time to start. Here is some food for thought... we can continue to generate brand new brain cells through stimulating and thought-provoking activities. We can even control the way our skin ages—90% of skin aging is from sun damage and not from added years at all! Personality and the nervous system do not change, but vocabulary grows, and wisdom increases with life experience. People in their 50’s and 60’s also reportedly enjoy greater life satisfaction than younger folk do. ■ Women and men face varying health and aging issues and challenges. Women continue to have a longer life expectancy than

men, although both men and women suffer from “equal opportunity diseases,” such as diabetes, cancer, and heart ailments. ■ One of every three women will die from heart disease. The number of women with heart problems is greater than the number of all women with breast, ovarian, and uterine cancers, and stroke combined. In Marin County, death due to heart disease in women is eight to ten times higher than death from breast cancer, with more women dying of heart disease than men. ■ The statistics may be alarming, but the opportunities for prevention are encouraging. As county employees know, walking 10,000 steps a day is good for you. What you may not know is that 10,000 steps a day can reduce the risk for cognitive decline by 30%. It makes you want to put your pedometer on, doesn’t it? ■ As grandma said, eating right, exercising, getting adequate sleep, and minimizing stress are good for you, and could give you additional years to gain wisdom and grow your vocabulary. Happy aging! ■



Employee Team of the Quarter—IST Help Desk

By Jennifer Walter—Treas/Tax

The IST Help Desk staff handles approximately 2,000 incoming requests per month.

The IST Help Desk has been selected as the Team of the Quarter. Anyone at the Civic Center with a computer has probably had the opportunity to meet one or more of the members of this valuable team, which includes **Steve Morse, Steve Mackewicz, Shanea Thompson, Peter Johnson, Steve Marthinsen, Kathy Kimball, Senti Kironde**, intern **Yolanda Turner**, and supervisor **Alan Kristal**. ■ Alan says that the IST Help Desk staff is chosen for being responsible, having initiative, and possessing customer service skills. Their aim is to “change the public’s perception of bureaucracy to one of competency and friendliness by supplying the tools which allow the rest of the county to meet its strategic plan goals of providing excellent customer service.” ■ The IST Help Desk staff handles approximately 2,000 incoming requests per month, and acts as a single point of contact for requesting IST services, including telephone and remote access requests, software requests, and training. To improve quality of ser-



Photo by Janet Lirette

L to R: Yolanda Turner, intern, Steve Mackewicz, Senti Kironde, Peter Johnson, Steve Marthinsen, Alan Kristal, Kathy Kimball, and Steve Morse. Not pictured, Shanea Thompson.

vice, the team initiated system alert messages, and convenes a Tech Support group which meets to share information countywide. ■ Congratulations to the IST Help Desk staff for a job well done! ■

Help, I Need Somebody...or EAP

By Ian Roth—CDA



“Please, not another day of sitting in that parking lot we call 101...am I ever going to get time to organize my home office...was I supposed to pick up the kids this afternoon, or was she...oh yeah, I’ve got to call the retirement home before noon—Dad’s fired his nurse for the fifth time this week, poor lady...I’ll bet I have to deal with my co-worker loudly taking care of his social calendar in the next cubicle, again...oh, and my boss...”

■ Sound familiar? ■ This is your Public Service Announcement for the Employee Assistance Program (EAP), a benefit for county employees that helps with a full range of issues that affect our day-to-day mental well-being. The county has contracted with Managed Health Network (MHN) to offer a variety of services and counseling; the EAP is free for you and your family. This completely confidential service begins either with a visit to www.mhn.com or a phone call to 800-227-1060. If you phone, select “Member Services” for assistance with personal issues, or choose “Manager Services” to discuss an employment situation or critical incident. If you

choose the web option, follow “Member Services” and register as a new member. (Our “Access” or “Company Code” is marin—all lowercase.) There also are articles and other helpful information on the site. In either case, you’ll go through an intake process and may be referred

to a practitioner for up to five sessions per “incident.” ■ Our EAP offers assistance in work-related and non-work-related legal, pre-retirement, child care, elder care, taxpayer and financial consulting, classes in organizing life’s affairs, and a host of other issues and circumstances. ■ Whether it is for you or your family member, the Employee Assistance Program can help you keep your balance on the tightrope of life. ■



Photo by Janice Hughes

The new and improved Dispatch Center recently became operational, much to the relief of the Sheriff’s dispatch staff. The center, which moved from the first to the second floor of the Civic Center, is equipped with all-new, state-of-the-art equipment, and with the additional space, can house up to 10 dispatchers. The office, which is staffed 24/7, dispatches for 10 fire departments, the Sheriff’s Office, DPW, and the Ross, Belvedere, Tiburon, Sausalito, and Mill Valley police departments. In 2003 the center handled 233,389 calls for service, an average of 639 calls a day.

EMPLOYEES OF THE MONTH

Photos by Janice Hughes

CHRISTOPHE MENEAU



APRIL

Christophe Meneau joined the Information Services and Technology Department to support Health and Human Services (H&HS) in the building of a Client Index to bring together all the clients from all the programs into a single database. Finding all the client data in more than 15 H&HS databases and deciphering the content was a daunting task. Christophe never became discouraged and never gave up. The Client Index that he and his team delivered provides H&HS with a wealth of statistical information—in a single location—on the clients they serve and the programs they deliver.

■ Christophe sees his assignment with H&HS as a way of helping those in the community with special needs through technology. His strength is his genuine concern with providing his customers with the best service he can. He is enthusiastic and dedicated to finding solutions, for he truly believes that “technology exists to enhance service, not to create extra barriers.” ■

By Marilyn Filbrun—IST

DOUG DION



MAY

Doug Dion has been with the County of Marin since 1995 as a Shipping/Receiving Clerk in the Public Works Department. Doug’s work in the mail room is essential to every department in the building. He works quietly and efficiently to keep delivery services for the Civic Center offices operating smoothly. Along with his many other tasks, Doug “makes the rounds” throughout the building, picking up outgoing mail and delivering incoming packages to the many departments. Doug covers all aspects of this operation, from maintaining postage machines to organizing UPS pickups. He works closely with departments to arrange deliveries on a schedule they can manage. ■ Doug is always pleasant and courteous. Without fail, he is willing to do that little bit extra without being asked. ■ With people like Doug taking care of these important responsibilities day in and day out, efficiently and without fuss, the county is able to provide excellent service to county employees and to the public. ■

By Margaret Bohan—DPW

JIM ZORTMAN



JUNE

The employee who has the most fun while getting the job done appears to be **Jim Zortman** (DPW). His rendition of “If you’re happy and you know it, clap your hands!” lifts everyone’s spirits and brings surprised laughter to those not familiar with his trademark jingle. ■ Jim is responsible for maintaining the Civic Center and other county buildings and facilities. Under his leadership, innovative energy conservation projects have been implemented. Jim is legendary for his accessibility, his immediate responsiveness to problems, and his “can do” attitude. He also is the ultimate team builder. ■ During winter storms, even those at night and on weekends, Jim can be found tending one of the flood control pumps. When the gift shop opened, he stayed after-hours to get it ready by the deadline. Jim’s sense of service and pride in his work make him a true role model for his Maintenance and Custodial crews and for all county employees. ■

By Margaret Bohan—DPW

In May, Marin Conservation Corps (MCC) removed old trees and plants from the median strips around the Civic Center for a grant-funded tree removal project of Parks and Open Space. The corps members installed new sprinklers and shrubs. New trees will be planted in the fall. Kudos to the POS&CS employees who helped make it happen: Steve Petterle did the landscape design; Dave Hattem supervised the crew; and Ed Hulme worked with MCC to obtain the grant that saved the county 90% of the project’s cost.



Photo by Janice Hughes

Photo by Gareth J. Nicholas



Cathy Selmi and Cathy Boffi in IST's Novato Training Room

IST Inside Out

By Cathy Selmi—IST

Good citizenship involves sharing resources! ■ The county's Novato 16-seat computer training facility opened its doors in May to employees of local Marin governments, such as the City of Sausalito and the Town of Tiburon, and local public agencies including the Golden Gate Bridge Highway and Transportation District. All classes offered by the IST training group continue to be available to all county employees. ■ The outside agencies benefit from having a place to send their employees to receive

quality training offered with a public sector slant, and the county benefits by realizing a revenue boost from charging a nominal fee for class attendance. Sign-ups have been great; in May alone, there were over 35 people from these outside agencies attending training sessions. ■ One outside attendee commented, "The equipment and instructor were first-rate." ■ To find out what classes are coming up, click on the *Computer Newsletters* link on the MINE home page. ■

*The county's
Novato 16-seat
computer training
facility opened its
doors in May.*

Energy...

Continued from page 1

One intern helped with the County Employee Housing Options Report by drafting, distributing, and tabulating the survey, producing a quality document. Another intern assisted with grant applications that resulted in \$750,000 of housing money. Recently, Barbara has been working with interns **Ariel Birtley** and **Andy Feng**, from San Francisco State, and **Ryan Kim** and **Emi Louie-Nishikawa**, both of U.C. Berkeley, to develop a website as a resource for nonprofit developers and people (including county employees) looking for affordable housing to rent or buy.

■ "Interns are like sponges—they want to absorb as much information as they can," says Barbara. "They are also incredibly curious, eager, and energetic

in their desire to learn. An internship helps them make decisions about who they want to be." ■ Barbara says that she and her fellow staff find working with interns energizing, and they receive a renewed sense of excitement about their own work by sharing their expertise with others new to the field. ■ "Internships are also effective for workforce planning," said Volunteer and Employee Programs Manager **Joan Brown** (HR). "They give us access to the workforce of tomorrow, allowing us the opportunity to bring up a new generation of qualified, smart, and now experienced employees." ■ For more information on developing internship opportunities in your department, contact **Joy Fossett** at 499-6028. ■

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Roving Reporter

By Connie Siebler—Assessor's Office

*"In honor of Relaxation Day (August 15),
what's your most relaxing vacation?"*

Bin Hsu

(Probation): "I went to Asilomar State Park. Julia Morgan, a woman architect, designed the buildings. I sat on the sand dunes and watched the sunset. It was very peaceful, very calming."



Photo by Connie Siebler

Brenda Grayson

(IST): "Some friends and I went to San Francisco. We had high tea at the Huntington Hotel. Then went to Fisherman's Wharf, and had the world's most fabulous clam chowder. We took photos where you put your head on someone else's body. We went shopping. We only allowed ourselves to buy a handkerchief. We spent the night at an older hotel near the wharf, done in a sort of Venetian style. It was nice."



Reuel Brady

(DPW): "Most of my vacations are more hyper than relaxing. But, once I went camping with a group of guys to Twentynine Palms. We just sat around and played games and had fun."



Trisa Reg Dixon

(H&HS): "Because I'm a single parent with two young boys, the most relaxing vacation for me is a peaceful, quiet time on a beach, reading a book, by myself."



Photo by Janice Hughes

Haiku

By Bob Beaumont—DPW

Searching for context
Longing for inspiration
Lost in haiku hell.

Health Steals Beer Limelight

By Larry Meredith—H&HS



The Marin County Fair this year offered everything a fair should—corn dogs and cotton candy, Ferris wheels and midway games, fireworks and rock and roll. But there was one major change: “Play Fair Marin,” a six-agency coalition, replaced Miller Brewing Company

as the sponsor of the Entertainment Pavilion. Taking sponsorship away from a beer company represents a profound shift, from a public health point of view.

■ The six partners behind this quiet revolution—Bay Area Community Resources, Healthy Marin Partnership, Marin Community Foundation, Marin County Department of Health and Human Services, Marin Institute, and the Youth Leadership Institute—are all committed to promoting the health, welfare, and safety of all Marin residents and visitors. ■



Photo by Kelley Litz

L to R: Supervisor Susan Adams, Kaiser Permanente Medical Group Advisor Pat Kendall, H&HS Director Larry Meredith install pavilion banner.

Play Fair Marin believes that this pro-health, pro-fun “branding” reflects true Marin values and will inspire other communities to adopt an alternative to alcohol sponsorship at local events. ■

Emergency...

Continued from page 1

year-round to fulfill the Office of Emergency Services’ (OES) mission: “to protect life, property, and the environment by developing, coordinating, and supporting programs that prepare for, respond to, mitigate against, and recover from disasters and emergencies.” The staff includes **Steve Hancock**, Emergency Services Coordinator, **Bruce Stahley** and **Ursula Hanks**, Assistant Emergency Services Coordinators, and **Eva DeNegri**, Support Services Specialist. Eva coordinates a beehive of activities on any given day. **Don Morosi** and **Ralph Lunan**, volunteer disaster services workers, are valued team members committed to getting special projects done. Working at OES part-time, **Sang Sayavong** supports computer systems and functions, key elements for intelligence gathering. ■ During non-disaster times, the 4,400 square-foot EOC is used as a training facility. As one of the largest EOCs in the Bay Area, it has state-of-the-art resources to respond to disasters. One of the six main rooms at the EOC features a bank of computer screens displaying simultaneous live satellite information on weather, road, and storm conditions, as well as the status of dispatched fire and police assets. The Telephone Emergency Notification System (TERS) server at OES uses high-speed technology to provide important, potentially lifesaving instructions to selected groups in times of crisis. Another room is dedicated to emergency communications performed by volunteer ham radio operators.

Should other communication systems fail, ham radios could save the day. ■ Earthquake risks are many, including fire, flooding, and hazardous chemical releases. Mitigation actions taken to reduce risk before disasters happen will save lives and property. Ursula Hanks currently is working with local jurisdictions and special districts to coordinate the development of local hazard mitigation planning required by the Federal Emergency Management Agency (FEMA). ■ Supervisor **Cynthia Murray**, director of emergency services for the county, is proud of the great successes and improvements to the county’s emergency preparedness that OES has helped to foster since the Loma Prieta earthquake in 1989. ■ In addition to earthquakes, fires, floods, slides, and tsunamis, threats of terrorism provide new challenges. The OES staff deals with many predictions of doom indeed, but as Chris Godley reminds us, the bright side is that more is being done now than ever before to prevent loss of life and property. Chris’ management of the Federal Homeland Security and Governor’s offices’ grant-funding programs is an enormous undertaking. Heightened security needs for the county and agencies include special equipment, training, and planning. ■ OES staff works with local jurisdictions, special districts, and community-based organizations to prepare a positive answer to the formidable question posed by any potential disaster, “Are we ready?” Routine countywide exercises provide opportunities for jurisdictions and districts to engage in realistic emergency responses. This April, Bruce Stahley

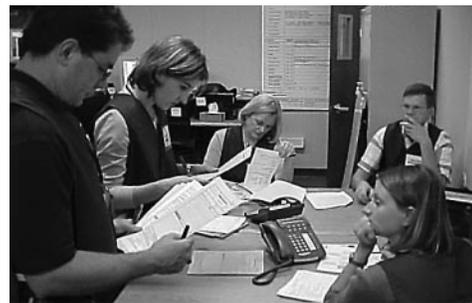


Photo by Don Morosi

Planning & Intelligence Section at work at the recent bio-terrorism exercise. L to R: John Neville, Megan Basinger, Linda Alves, Michael Rakitnichan, and Larisa Roznowski (foreground).

directed the “Mayhem Marin” exercise which evaluated systems, staff, and facilities, and built significant confidence that we will survive the next major earthquake. In June, Steve Hancock directed a successful, first-time, multi-county, bio-terrorism exercise, focusing on the public health system’s response to a bio-terrorism incident. ■ The Marin Emergency Staff Development Program is the largest EOC staff-training program in California. OES staff also trains all new county employees on the SEMS and building evacuation procedures, as well as personal and family preparedness.

■ If you wish to know more about emergency services and disaster planning, please call us at 499-6584. ■



Photo by Don Morosi

Mark Riesenfeld, EOC Director, (second from the right) gives staff a status briefing midway through the exercise.

Seasonal Firefighters

Each spring, the Marin County Fire Department prepares for fire season. This includes recruiting and training extra-hire Seasonal Firefighters to fill out staffing requirements. This year, 47 were hired. Applicants must pass a grueling physical fitness test, including carrying a 50-pound hose-pack three miles in a maximum of 45 minutes. The Seasonal Firefighters are an asset to the protection that the fire department provides not just to the county, but throughout the state as well. These people put their all into work they love, only to have to say good-bye in the fall. The Marin County Fire Department is grateful to them for their contributions.

Photo by Tim Walsh



L to R: Seasonal firefighters Jesse Rudnick, Chad Fedrick, Lorne Ahlers, and Graham Groneman

Photo by Colleen Weems



For the past year, Linda Witong (DA) has risen at 5:00 a.m. every Monday to gather flowers to help brighten some lucky Civic Center work spaces such as the D.A.'s Office, Sheriff's Office and the cafeteria. Joe Spaeth (PD) has been known to contribute hydrangeas, while Lori Frugoli (DA) often brings roses. If there are extra flowers throughout the week, Linda delivers them to local police agencies.

In Memoriam

Bruce McCarthy, 52, died of cancer at home on May 10. Born in Berkeley and raised in Marin, Bruce graduated from Redwood High, and later UC Davis. He worked alongside CDA's Environmental Health Services staff and public clients for the past 14 years. Bruce loved time with his family, golfing, hiking, and making stained glass. He was dedicated to his deep religious convictions. He leaves behind his wife Laurel, son T.J., daughter Hilary, parents Ted and Cay, and brothers Sandie and Ed. His tireless passion for environmental health, coupled with his sharp intellect, humor, and strong moral sense will be sorely missed.

WELCOME & FAREWELL!

Welcome to new employees, listed in order of hire date from February 29 to May 22, 2004

Name	Title & Department
Murat Ozgur	Deputy DA I, DA
Eric Olson	Deputy Probation Officer II, Probation
Gayle Mahoney	Accounting Assistant, Library
Vincent Hawkins	Environmental Health Spec. I, CDA
Laury Diaz	Sr. Clerk/Typist-Bilingual, H&HS
Lorena Rivera Del Carpio	Sr. Clerk/Typist-Bilingual, H&HS
Michael Kirby	Deputy Sheriff, Sheriff
Erin Giese	Deputy Sheriff Trainee, Sheriff
Jason Swift	Deputy Sheriff Trainee, Sheriff
Sven Ostling	Eligibility Worker I, H&HS
John Oakes	Eligibility Worker I, H&HS
Robert Funk	Eligibility Worker I, H&HS
Steven Soderman	Reprographic Technician, DPW
Donald Allee	Word Processing Operator, CDA
Melissa Davis	Deputy Probation Officer II, Probation
Darrell Galli	Fire Fighter/Paramedic I, Fire
Carol Savio	Public Health Nurse-Bilingual, H&HS
Aaron Jarvis	Fire Fighter/Paramedic I, Fire
Michael Johnson	Deputy Sheriff Trainee, Sheriff
Linda Katz-Krieger	Nutritionist-Bilingual, H&HS
Gina Fahey	Group Counselor I, Probation
Josh Lowery	Group Counselor I, Probation
Patricia Szerlip	Mental Health RN, H&HS
Margaret Fisher	Dental Hygienist, H&HS
Catherine Rice	Administrative Aide, BOS
Patricia Geib	Sheriff's Services Assistant, Sheriff
Gerald Priddle	Sr. Secretary, H&HS
Virginia Beauchamp	Landscape Services Worker II, POS&CS
Vickie Day	Sr. Clerk/Typist, Farm Advisor

Farewell to Retirees!

Clifford Phillips	Sr. Road Maintenance Worker, DPW
Thomas Casebeer	Deputy Probation Officer IV, Probation
Janet Heckscher	Sr. Word Processing Operator, Probation
Frank Cox	Chief Deputy Public Defender, Public Defender
Susan McCarron	Court Administrative Services Officer, Courts
David McCarron	Chief of Administrative Services, DPW
Ed Simpton	Deputy Sheriff, Sheriff
Karen Simpton	Courtroom Clerk, Courts
Elena Gulbransen	Deputy Sheriff, Sheriff
Linda Todahl	Legal Process Supervisor, PD
Robert Burbank	Heavy Equipment Mechanic, DPW
Rick Carlsen	Asst. Director of Public Works, DPW
Lesbia Oettel	Child Welfare Worker II - Bil., H&HS
Ann Early	Child Welfare Worker II, H&HS
Johannes Roetert	Custodian, DPW
Catherine Silveri	Legal Process Supervisor, DA
Norleen Kocen	Legal Process Supervisor, Sheriff
Ritchie Ginnodo	Sheriff's Lieutenant, Sheriff
James Ostrowski	Telephone Maintenance Tech., IST
Robert Damazio	Heavy Equipment Mechanic, DPW
Roger Lion	Eligibility Worker II, H&HS
Sandra Blauvelt	Administrative Aide, BOS