

# A. Heath Onthank Award



# Nomination Form

**PLEASE USE THIS FORM AS THE COVER SHEET FOR YOUR NOMINATION**

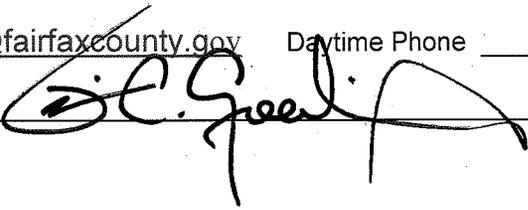
### NOMINATIONS SHOULD BE RETURNED TO:

Fairfax County Department of Human Resources  
Attn: Dianne Wimbish  
12000 Government Center Parkway, Suite 270  
Fairfax, Virginia 22035-0039

### THIS INFORMATION IS SUBMITTED TO SUPPORT THE NOMINATION OF:

Nominee's Name DESIREE (DESI) BALTIMORE  
Title MANAGEMENT ANALYST III Agency/School DEPT. TAX ADMINISTRATION (DTA)  
Office Address 12000 GOVERNMENT CENTER PW, SUITE 357, FAIRFAX, VA. 22035  
Daytime Phone 703-324-4804

### NOMINATION SUBMITTED BY:

Nominator's Name KEVIN C. GREENLIEF  
Title ( if applicable) DIRECTOR Organization DTA  
Home/Business Address SAME AS ABOVE  
E-mail kevin.greenlief@fairfaxcounty.gov Daytime Phone 703-324-4804  
Signature of Nominator  Date 3-15-11

## CRITERIA FOR AWARD

The nominee's achievement should meet each of the following criteria. *Please use this list to ensure that the nominating statement covers each point.*

For the selection committee's reference, respond to the following statements *in a few key words*. Use this page and keep your response within the space allotted; *a brief phrase is all that is necessary*.

**1. The nomination must be for an accomplishment of outstanding worth in advancing and improving public service in the Fairfax County Government or School System.**

Nominee's accomplishment:

Desi Baltimore conducts dozens of citizen outreach meetings each year to help hundreds of elderly & disabled citizens apply for tax relief. She has won numerous and repeated kudos from the public & Board Members for the compassionate, courteous and professional manner in which she conducts these off-site workshops. She conducts these & home visits with no merit staff increase, despite a doubling of the program over the last 10 years (from 4,000 applicants to over 8,000).

**2. There should be evidence of direct identification with the achievement, through personal leadership or through development and application of program content and techniques.**

Nominee's direct identification with the achievement:

She is the working manager for this program (Desi plus 1 other merit employee). She has personal oversight of the tax relief program (including workshops). Her expertise enables citizens to apply for tax relief with minimum burden (despite the need to review complex financial documentation).

**3. Evidence presented in support of a nomination should show the worth of the accomplishment in terms of tangible results achieved.** This might be higher employee morale, more effective operations, lower costs, performance of assigned tasks in such a exemplary manner as to set a record of achievement, or acts of heroism beyond the call of duty.

Results achieved by this nominee:

The quality of her service enhances the image of the County and is greatly appreciated by the elderly & disabled (see attached sample of accolades). With increases in allowable income & assets (\$72,000 & \$340,000 respectively), the complexity of financial documentation has grown exponentially (currently a \$29 million relief program). Despite this, she conducts a thorough audit program and her files are very well documented. Desi personally conducted workshops in nearly every Board District in 2010, some offering more than one workshop- yet she still oversees processing of all mail applications and even helps DTA's cashiering counter during peak workloads!

**4. The evidence presented must show how the achievement was a remarkable or unusual performance of the nominee's assigned duties or above and beyond those duties. Please indicate how this nominee stands out from others in the same job class.**

How achievement was remarkable and/or greater than assigned duties:

Again, see attachment as testimony to the incredible quality and dedication she brings to helping the elderly & disabled, all while absorbing tremendous workload increases.

**5. The achievement on which the nomination is based must be within the period January 1, 2010 to December 31, 2010.**

Time frame of the nominee's accomplishment:

All of 2010 (FY 2011) and more than 12 years prior.

**Sample of Accolades for Superior Customer Service of Desi Baltimore in Conducting Tax Relief Workshops for the Elderly & Disabled, and Managing the Tax Relief Program**

**From Supervisor Gross' Staff:** "Just another update on how wonderful Desi is. We had more people yesterday than ever before. We had over 86 senior citizens and she made them all happy. There were so many we had to hand out numbers. They all love coming here and meeting your staff. As usual Desi was wonderful. We enjoy having her sooooo much." 3-7-2011

**E-mail from Private Citizen:** "I have had the pleasure of working with Desiree Baltimore over the last few months in sorting out some property tax issues for my senior parents. As someone who worked in government doing constituent service, as well as now representing clients before government- I want to express my satisfaction with working with Ms. Baltimore. She has been professional and courteous, as well as very knowledgeable. I've really appreciated her willingness to work with us and I rest assured that we will continue to receive the kind of service that Fairfax County residents expect and deserve!" 2-9-2011

**Letter from Private Citizen:** "Dear Director Greenlief, I would like to thank Ms. Baltimore for her service. In my 89-year old life I've never dealt with a more efficient, intelligent and exemplary run program." 7-4-2010

**From Supervisor Hudgins:** "Desiree Baltimore is known by the entire Board. I would like to note that most recently I've heard from two constituents who sent a letter of commendation noting her outstanding service." [Commendation of Ms. Baltimore received unanimous consent of the Board]. 6-8-2010

**E-mail from Private Citizen:** "Dear Ms. Baltimore, thank you so much for handling this issue so quickly and efficiently. My parents were so impressed at the extra effort you made to resolve this once it was brought to your attention. Your resolution of this matter left all of us with a very favorable impression of your office." 5-13-2010

**E-mail from Kevin Greenlief to Supervisor Gross, concerning Comments Made about Ms. Baltimore during Board Meeting:** "Thank you so much for your kind recognition of the great work in serving the elderly & disabled. As we speak Desi & Paula are at an outreach workshop at Supervisor Cook's office so I'm sure she did not get to hear your comments, but I will share your appreciation." 3-9-2010

**E-mail from Tax Relief Staff member (Paula Louers) to Greenlief:** "Kevin, when the tax relief applicants realize that they are being assisted by Mrs. Baltimore, you should see their reactions. They treat her like a rock star. Amazing! It's a pleasure to be on her team." 3-16-2009

**E-mail from Greenlief to Baltimore:** "Desi, in announcing their outreach meetings that are coming up, the Board absolutely sang your praises at the Board meeting on Monday. Congratulations and thanks for representing DTA and the County so spectacularly well!" 3-13-2009