



Courier

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Awards Recognize Employees' Contributions and Hard Work

The Government Center Forum was ringing with cheers and whistles during the Employee Awards Ceremony on Friday, March 27. The awards, including the Employee Suggestion Award, the Outstanding Performance Awards and the Team Excellence Award, was hosted by Human Resources Director **Susan Woodruff**, and presented by Board of Supervisors Vice Chairman and Personnel Committee Chairman **Penelope A. Gross** and County Executive **Anthony H. Griffin**.

► For more information on the awards or to nominate an employee or team, go to <http://infoweb/hr/Relate/awards.htm>.

► Photos of the award-winners can be found at <http://infoweb/Courier>, under Photo Galleries.



Harun Rashid, Reston Community Center, was recognized for his exemplary IT work at the center.

Something to Cheer About!



Employees from the Department of Family Services cheer for co-worker Gina Allen-Thomas.

Employee Suggestion Award

Denise Delph, Administration for Human Services.

Outstanding Performance Awards

TRANSPORTATION

William Harrell, transportation planner

SYSTEMS MANAGEMENT FOR HUMAN SERVICES

Sophia Dutton, management analyst

RESTON COMMUNITY CENTER

Harun Rashid, network telecommunications analyst

Grazyna Siebor, administrative assistant

PUBLIC WORKS AND ENVIRONMENTAL SERVICES

Land Development

Assad Ayoubi, director, LDS Review/Compliance

Paul Lynch, Building Inspections Division director

Solid Waste

Trigg Halsey, lead refuse operator

PUBLIC SAFETY COMMUNICATIONS

Lorraine Fells-Danzer, communications assistant squad supervisor

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Courier is available online at <http://infoweb/courier>

Ellen Pittman, communications assistant
squad supervisor
Cindy Roatch, communications assistant
squad supervisor

POLICE DEPARTMENT

Rafael Fortiz, police officer
Rebecca Jewell, volunteer services
coordinator
Raynell Long, administrative assistant

PARK AUTHORITY

Andrea Dorlester, planner
Sandra Stallman, planner
Mary Frogale, horticultural technician
Matthew Kaiser, public information officer

MANAGEMENT AND BUDGET

Christina Jackson, budget analyst

LIBRARY

Roberta Conners, administrative assistant
Katie Strotman, management analyst
Nancy Ryan, librarian

HOUSING AND COMMUNITY DEVELOPMENT

Kathleen Jones, housing services specialist

FINANCE

Lillian Cheng, accountant
Susan Johnson, administrative associate
Brodrick Klinger, business analyst

FAMILY SERVICES

Gina Allen-Thomas, social worker
Myra Mobley, human service worker
Lori Suszko, human service worker
Karen Temple, management analyst
Nicole Thomas-Campbell, management
analyst
Matthew Vaughan, team operations
manager

**The Team
Excellence Award
Winners with
(left) County
Executive Anthony
H. Griffin and
Supervisor
Penelope A Gross.**



COMMUNITY SERVICES BOARD

Mental Health
Joan Rockwell, senior clinician

Team Excellence Award

The award was presented to the team that developed a way to utilize the methane gas produced at the I-66 landfill as fuel for the infrared heaters at the Department of Vehicle Services maintenance shop and the I-66 Transfer Station truck wash facility. Using the landfill gas is good for the environment and will save the county \$75,000 annually for a period of 15 years, according to the award nomination.

FACILITIES MANAGEMENT

Ralph Jaquess, engineer

VEHICLE SERVICES

Jim W. Mitchell, motor equipment
superintendent

Daniel R. Omohundro, senior motor
mechanic supervisor

**PUBLIC WORKS AND ENVIRONMENTAL
SERVICES**

Wayne Blake-Hedges, engineer
Raymond G. Cloniger, engineering
technician
Mike H. Fillius, industrial electrician
Kevin S. Johnson, industrial electrician
Jimmy M. Martin, engineer technician
Dennis E. McGaha, environmental
services specialist
Brad S. Melton, engineer
Chris D. Meoli, engineer
Amarjit S. Riat, engineer
Travis Roach, engineer technician
John A. Tucker, welder
Lenny H. Wright, environmental services
manager ■



**Award recipient Lorraine
Fells-Danzer, Public Safety
Communications, with
County Executive Griffin and
Supervisor Gross.**

**Mary Frogale,
a horticultural
technician at Green
Spring Gardens,
was honored for
her efforts in
increasing sales at
the plant shop by
32 percent.**



Making the Balanced Scorecard Work for Your Agency

This is the first article in a four-part series developed by the county's Balanced Scorecard Team to share how the Balanced Scorecard approach to strategic planning is assisting county agencies in fulfilling their mission.

By Patricia Franckewitz, director, Department of Community and Recreation Services

Two years ago, the county executive directed all county agencies to use the Balanced Scorecard approach for the next phase of strategic planning. Agencies were tasked with developing both a Strategy Map and a Balanced Scorecard.

The Strategy Map is a tool that describes an organization's strategy through explicit cause-and-effect relationships. While an organization's strategy alone reflects how it intends to meet its strategic objectives, the Strategy Map is a model of how an organization creates value.

Both the Strategy Map and Balanced Scorecard use the same set of four perspectives (Customer, Finance, Process, and Learning and Growth) to describe the work and the success of the organization.

These perspectives can be listed in the order that best demonstrates the

logical progression of work for the organization.

The Learning and Growth perspective is all about the resources that help an organization accomplish its goals, including personnel and information. You'll also often

find strategies related to workforce planning, internal communication and employee competencies.

For the Department of Community and Recreation Services (CRS), the Learning and Growth perspective is central to achieving its agency mission.

The Balanced Scorecard approach to strategic management has helped CRS tremendously in establishing the framework for how the agency will fulfill our mission during the next five years.

CRS has shifted its focus to support the priorities of the human services system and changed its service delivery approaches to support the new strategic direction.

The Learning and Growth perspective is especially important to the success



The CRS Employee Leadership Council meets to develop leadership skills and guide the strategic direction of the agency. Photo by Latonya Austin.

of CRS because of the need for a strong organization with skilled and dedicated employees that have the competencies needed to refocus their work and practices in order to be successful.

Our ultimate goal is to have a diverse, competent and energized organization. We focus on developing a work culture that supports and enables leadership at all levels, such as the Employee Leadership Council. Overall, by empowering a strategic management methodology, we are better able to formulate, implement and evaluate cross-functional decisions that are needed to achieve our long-term strategic objectives, particularly in light of the current fiscal situation. ■

Two DPZ Employees Win Toastmasters Awards

Two Department of Planning and Zoning employees have been winners in Toastmasters competitions.

Marsha Collins recently won the Toastmasters Area 61 International Speech contest. **Lisa Feibelman** won the Area 61 Evaluation contest and the Division Level contest. Feibelman also qualified to compete at a Toastmasters competition on May 2 at George Mason University.

The county supports several Toastmasters International Clubs. Each club provides opportunities for improving

communication and leadership skills through a supportive and informative forum. Membership fees and dues are funded by the Department of Human Resources.

The county-sponsored clubs include "B-2 Toasters" at the Herrity Building, "All in the Family" at the Government Center, "Seven Corners Toastmasters" in Falls Church and "South County Toastmasters" at the South County Center.

► For more information, go to <http://infoweb/personnel/training/toastmasters.htm>. ■



Pictured are Marsha Collins, Area 61 Acting Governor Jay Brunkow and Lisa Feibelman. Photo provided by Toastmasters.

The Budget Rumor Busters address employees questions and concerns on the proposed FY 2010 Budget. Many of the questions noted in the series were frequently asked at the employee Q&A meetings hosted by the county executive. Should changes occur as part of the Board of Supervisors' approval process, updated information will be provided to employees.

► The entire archive of Budget Rumor Busters may be found at <http://infoweb/opa/budget>.

Q: My real estate assessment didn't change this year, although I know many friends whose assessment went down. If the tax rate is expected to go up, how much more will we be paying in property taxes next year?

A: The recommendation to increase the real estate tax rate to \$1.04 per \$100 of assessed value is based on keeping the tax bill for the average residential homeowner at the same level as last year.

For the FY 2010 Budget, the average residential assessment is down 12.55 percent. Therefore, if an assessment went down more than 12.55 percent from last year the homeowner will pay less in real

estate taxes and if an assessment went down less than 12.55 percent (or stayed flat) the payment will go up.

To calculate your specific tax bill, divide your assessment by \$100 and then multiply that number by \$1.04.

Q: I have heard that the county's health care benefit costs will go up by double digits next year. How much of this cost will impact employee's costs?

A: Yes, health insurance premiums for 2010 for the self-insured plans are budgeted to increase as follows:

- Preferred Provider Organization (PPO) plan - 12 percent.

Proposed Premium Increases for 2010

Fairfax County Government Health, Vision and Dental Insurance Premiums for Employees Proposed Premium Increases for 2010				
	Current (2009) Employee Biweekly Share	Proposed (2010) Employee Biweekly Share	Change	Net Change after pre- tax treatment*
BlueChoice POS + Davis Vision				
Individual	\$33.91	\$35.61	\$1.70	\$1.23
2 Party	\$111.08	\$116.63	\$5.55	\$4.02
Family	\$163.37	\$171.54	\$8.17	\$5.91
BluePreferred PPO + Davis Vision				
Individual	\$39.66	\$44.42	\$4.76	\$3.44
2 Party	\$129.92	\$145.51	\$15.59	\$11.28
Family	\$191.07	\$214.00	\$22.93	\$16.59
Kaiser HMO + Davis Vision				
Individual	\$33.01	Not Available	Not Available	Not Available
2 Party	\$107.22	Not Available	Not Available	Not Available
Family	\$159.53	Not Available	Not Available	Not Available
CIGNA OAP + Davis Vision				
Individual	\$28.16	\$33.23	\$5.07	\$3.67
2 Party	\$91.53	\$108.01	\$16.48	\$11.92
Family	\$136.56	\$161.14	\$24.58	\$17.78
Delta Dental				
Individual	\$9.00	Not Available	Not Available	Not Available
2 Party	\$17.01	Not Available	Not Available	Not Available
Family	\$28.04	Not Available	Not Available	Not Available
* Assumes tax rates of: social security/Medicare: 7.65%; State: 5%; Federal:15%				
Proposed Budget increases: PPO 12%, POS 5%, OAP 18%				

Rumor Busters

- ▶ Point of Service (POS) plan - 5 percent.
- ▶ Open Access Plan (OAP) - 18 percent.

These plan increases are estimates and will be finalized in the fall prior to open enrollment.

An employee's biweekly premium increase will range from \$1.70 to \$24.58 depending on the health insurance plan enrolled in and the coverage tier elected (individual, two-party or family).

Since health insurance premiums are deducted from pay on a pre-tax basis the net effect of the premium increase on an employee will range from \$1.23 to \$17.78 assuming an estimated tax rate of 27.65 percent (Social Security/Medicare 7.65 percent, state tax 5 percent and federal tax 15 percent). The tax rate will vary slightly by employee.

The premiums for 2010 for the fully insured Kaiser HMO and Delta Dental plans are not known at this time.

Q: Can the county save money by collaborating more with Fairfax County Public Schools (FCPS) on purchasing and other areas?

A: Yes. The county and FCPS already cooperate in many ways, including finance and purchasing, many human resources functions, use of athletic fields and community meeting spaces, some meals and vending services and printing services. However, The Board of Supervisors and the School Board have formed the Smart Savings Task Force to identify additional opportunities for savings and improvements through streamlining, combining and/or consolidating separate county government and school system functions.

The task force members include Board of Supervisors Chairman **Sharon Bulova**, Vice Chairman and Mason District Supervisor **Penelope A. Gross**, Lee District Supervisor **Jeffrey C. McKay**, School Board Chairman Dan Storck, Lee District School Board Member Brad Center and Dranesville District School

Board Member Jane K. Strauss.

Areas that will be reviewed include food service, warehousing, the Automated External Defibrillator (AED) program, risk management, legal services, paratransit (transportation for people with disabilities and special needs), the county's School Age Child Care (SACC) program and landscaping and grounds maintenance.

In addition, significant long-term savings and efficiencies are expected through the county's implementation of the Enterprise Resource Plan (ERP) software. Scheduled to be in place by 2011, the technology will make it easier for the county and FCPS to work jointly.

The task force is identifying county and FCPS employees who will be tasked to review and recommend areas for collaboration. ■

For Employees: Budget Resources

FY 2010 Budget and Lines of Business:

<http://infoweb/opa/budget>

County Executive E-Mails

<http://infoweb/CEX/messages>

Reduction in Force

RIF Reference Guide <http://infoweb/RIF>, or go to <http://infoweb/hr/chapter9.pdf> or <http://infoweb/hr/rifsummary.pdf>. E-mail questions to HRExpress@fairfaxcounty.gov

Budget Rumor Buster Column Archive

<http://infoweb/opa/budget>

Employee Assistance Program (EAP)

www.inovaeap.com

The EAP provides assistance with stress, legal, financial and family concerns. To access, log in with user name: FAIRFAX and password: County1

NOTE: Now through Aug. 31, this service also is available to exempt limited-term and exempt part-time employees because a number of them will be impacted by the budget reductions.

Calendar for Advertised Budget Plan

April 20: The Board of Supervisors marks up the budget, 10 a.m.

April 27: The Board of Supervisors formally adopts the budget. ■

Focus on Benefits

It Pays to Check Your Medical Bills

Under the county's Duplicate Billing/Overpayment Award Program, county employees and retirees enrolled in the CareFirst or CIGNA plans can earn financial rewards for detecting health plan overpayments of doctor, hospital or other medical bills. The program is designed to encourage employees and retirees to review their medical bills paid by the county's health plans – and help reduce the county's health care costs.

Employees participating in the CareFirst BlueChoice Point of Access (POS), CareFirst BluePreferred Provider Organization (PPO) or CIGNA Open Access Plus (OAP) plans who detect errors of \$50 or more in their health plan's payment of their or their dependents' medical bills will receive a financial reward of half the amount saved, up to \$1,000. The remaining savings will be returned to the plan and used to pay other claims.

Medical audits have revealed that a surprising number of hospital bills contain errors, typically duplicate billing or charges for services not received, which health plans sometimes do not catch when making payments. As an employee, you can play a valuable role helping to identify these errors by carefully examining medical bills and explanation

of benefit (EOB) statements from your health plan.

Here are some steps you can take:

- ▶ Always request a copy of a hospital bill for yourself and/or your dependents, even if it is 100 percent covered by your health plan. Note the medical diagnosis and check for charges for tests, X-rays or medications that you did not receive or that were not appropriate for your situation.

- ▶ Look for repetitive postings of identical services, especially on the same day, that may have been paid by your health plan in error. The computer may have billed more than once for the same service. Also check different charges for identical tests or services – they may have been posted in error.

- ▶ Pay attention to the type of X-rays received. Make sure you actually had the radiology tests for which your health plan paid.

- ▶ Occasionally a doctor's office

HR Central

HR Central has benefit information.

- ▶ Call 703-324-3311

- TTY 703-222-7314

- ▶ Visit <http://infoweb/hr/benefits>

may bill your health insurance plan twice for the same service during a hospital visit. Be sure to review each EOB and report any instance where services were billed and paid more than once. Also review each EOB for services that you or your dependents have not actually received.

- ▶ To get more information on the Duplicate Billing/Overpayment Award Program, contact **Sharon Boelskey** at 703-324-3432 (TTY 703-222-7314). ■



File photo.

Notice – Change in Federal Withholding Tax

Eligible Fairfax County Government employees saw a reduction in their federal tax withholding starting with the Friday, March 27, paycheck. The recently enacted economic stimulus bill, known formally as the American Recovery and Reinvestment Act of 2009, provides for refundable tax credits annually of \$400 for single filers and \$800 for those who are married filing jointly. Many higher-income taxpayers will see little or no

change in their take-home pay because the credit is gradually reduced for a married couple filing a joint return whose modified adjusted gross income (AGI) is between \$150,000 and \$190,000 and other taxpayers whose modified AGI is between \$75,000 and \$95,000. For county employees, the credit will be handled through automated withholding changes and no action is required by the employee.

- ▶ For more information, contact HR Central at 703-324-3311 (TTY 703-222-7314).

- ▶ Additional information also is available by referring to the IRS February 2009 news release (IR-2009-13) at www.irs.gov/newsroom/article/0,,id=204521,00.html ■

Briefs

The New Camp McLean

Camp McLean, sponsored by the McLean Community Center, will be held at Churchill Road Elementary School from June 29 to Aug. 7. The camp features new expanded hours and lower fees.

Campers will participate in structured activities and will be led by specialists in arts and crafts, music and drama, science and nature and physical recreation. There also will be adventure field trips, pool trips and professional entertainment.

► For detailed information and registration, visit www.mcleancenter.org.

April is Child Abuse Prevention Month

Fairfax County's Blue Ribbon Campaign, led by the Department of Family Services, has produced a wide range of educational materials available in multiple languages to address issues of child safety and supervision.

► All materials are available at www.fairfaxcounty.gov/dfs or by calling the Child Protective Services hotline/helpline at 703-324-7400.

TAC Nomination Deadline Extended

The Transportation Advisory Commission (TAC) is accepting nominations for its annual Transportation Achievement Award to recognize outstanding performance by a Fairfax County employee. The deadline for receipt of nominations has been extended to April 30.

Nominations should be made based on exceptional performance within the scope of assigned duties, contributions that advance or support the objectives of the county Transportation Plan, or original contributions toward enhancing the quality of transportation in Fairfax County.

► For further information, contact your district TAC commissioner, call 703-877-5664 or e-mail calvin.lam@fairfaxcounty.gov. Nominations should be

forwarded to **Janyce Hedetniemi**, chair, Transportation Advisory Commission, c/o Department of Transportation, 4050 Legato Road, Suite 400, Fairfax, VA 22033-2895.

► Nominations must be postmarked by April 30.

April 27 – Public Hearing on Proposed Revision to Personnel Regulations

A public hearing is scheduled for Monday, April 27, on proposed changes to Chapters 4, 10 and 17 of the county's Personnel Regulations. The hearing will be held at 7 p.m. in Conference Rooms 2/3, Government Center, 12000 Government Center Parkway, Fairfax.

More information is available at <http://infoweb.fairfaxcounty.gov/csc>. Questions can be directed to the Employee Relations Division, Department of Human Resources, at 703-324-3495. For reasonable ADA accommodations, contact **Traci Vaughan**, 703-324-3317 (TTY 703-222-7314).

Among the proposed revisions:

► Proposed change to Chapter 4 is the minimum service requirement to move from the master officer level and receive the associated proficiency pay from seven to five years for police officer II, deputy sheriff II and fire technician.

► Language is being added to Chapter 10 to include the new leave entitlements for military families: qualifying exigency leave and military caregiver leave as amended to the federal regulation on Jan. 20, 2009.

► Addendum 1 in Chapter 17 is being revised to modify the process on how panels will be assigned to hearings.



Lunch and Learn – Problem Solving

The Organizational Development and Training Division (OD&T) is partnering with the Library's Employee Lending Library for Video Instructional Services (ELLVIS) program to offer monthly Lunch and Learn opportunities.

Employees are encouraged to bring their lunches to these one-hour sessions to view and discuss videos relating to countywide competencies.

This month's topic is "Problem Solving /How to Solve Tough Workplace Problems." The session is Wednesday, April 29, noon to 1 p.m. in Conference Room 120C (inside the cafeteria) at the Government Center, 12000 Government Center Parkway, Fairfax. Employees are encouraged to be on time as the video will begin promptly at 12:05 p.m.

Participants will learn how to improve quality, efficiency and performance by using a concise three-step method for confronting and solving problems.

► Employees can self-register at <http://infoweb.fairfaxcounty.gov/employeeu>. Select "Ready to Register?" and sign up for Lunch and Learn (LNL101).

► For questions or to request reasonable ADA accommodations, contact **Lynne Sawyer**, OD&T, at lynne.sawyer@fairfaxcounty.gov or 703-324-3452.

Security Access and Employee Identification Cards: What You Need to Know

By County Security Office, Facilities Management Department

There are two types of cards issued by County Security to employees.

The Employee Identification Card, referred to as the ID Card, is provided to each employee at the time of employment and must be worn visibly at all times while working at a county government work site. The public safety agencies issue their own ID cards. All employees need to remain observant in their work areas, noting and asking those without ID cards if they require assistance.

The Security Access Card, also referred to as the Prox Card, is provided to employees with a need to enter a secure space and/or a facility after hours using a card reader. The cards, requested through the agency security coordinator to County Security, are coded for specific access levels (the times and locations required) and are determined by agency business needs. While all employees require an ID Card, not all employees require a Prox Card. Employees must observe the following security measures:

▶ The Prox Cards are coded for an individual employee's use only and are

not for loan to any other employee. Any lost or stolen cards must be reported immediately to your agency security coordinator for replacement.

▶ Lost or stolen Prox Cards must be reported immediately to the County Security Office at 703-324-3434 for deactivation.

▶ When entering a secure area using the Prox Card, do not allow tailgating, the act of allowing someone to enter behind you without using their own access card. While holding the door open for others is a polite action, it is a potential security breach as the other person may not have the same access level you have. If they have forgotten their card or do not have a card, refer the individual to building security and/or their agency security coordinator for access. Tailgating is common with professional thieves or those looking to defeat security.

During the next few months, County Security will conduct an annual audit of all access cards, verifying the cards and level of access for each employee. Access levels may be reduced from 24 hour/7 days a week to a level that better meets the employee's job requirements. The 24/7 access is normally reserved

for those employees whose jobs require emergency on-call work in support of continuous operations, facilities maintenance problems and/or computer maintenance problems.

For questions on security access cards, contact your agency security coordinator or County Security Manager *Robert Sharpe* at 703-324-2308 or *robert.sharpe@fairfaxcounty.gov*. ■

Aging Positively Discussion Series

The Department of Community and Recreation Services in partnership with the Positive Aging Coalition is sponsoring a program discussion series for future, transitioning and current retirees.

Small groups will share their strategies for encore careers, civic engagement, healthy aging and social involvement.

The discussion groups are:

▶ Saturday, May 2, 10 a.m. to 12:30

p.m., Herndon Senior Center, Herndon.

▶ Wednesday, June 3, 9-11:30 a.m., Mott Community Center, Fairfax.

▶ Registration is required, e-mail *dorothy.keenan@fairfaxcounty.gov*. For more information, call 703-324-5544 (also for reasonable ADA accommodations). ■

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