



**Important  
Information on the  
H1N1 Flu Virus**  
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# Courier

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## DPWES – Keeping Virginia’s Largest County Running Smoothly

National Public Works Week, May 17-23, honors government employees across the country who provide and maintain the infrastructure and services known as public works. Fairfax County’s Department

of Public Works and Environmental Services includes four business areas: Capital Facilities; Land Development Services; Solid Waste Management; and Stormwater Management and Wastewater Management.

“DPWES employees are the behind-the-scenes people responsible for making sure Fairfax County’s infrastructure runs smoothly and efficiently – providing residents and businesses with a nationally

recognized high quality of life,” said DPWES Director **Jimmie Jenkins**.

Here are a few highlights of the work and accomplishments by DPWES employees who serve the commonwealth’s largest county by population:

▶ The Noman M. Cole, Jr. Pollution Control Plant treats approximately 45 million gallons of wastewater daily from a service area of 234 square miles. The wastewater collection and conveyance system consists of more than 3,200 miles of sewer lines, 64 pumping stations, 280 sewage grinder pumps and 53 flow metering stations.

▶ More than 5,000 county high school students have completed the wastewater

**CONTINUED ON PAGE 4▶**



**DPWES oversaw the design and construction of the Katherine K. Hanley Family Shelter. The building is Green Globe certified – a nationally recognized rating system for the design, construction and operations of high performance green buildings. Artist rendering provided by DPWES, Capital Facilities.**

## County Program Recognized by Virginia Attorney General

Fairfax County has been selected as a recipient of the 2009 Virginia Attorney General’s Community Recognition Program for Promising Practices in Domestic Violence Response. The award was presented on April 28 in Richmond and included a \$1,000 grant award to the Women’s Group of Mt. Vernon, a nonprofit that provides supportive services to

survivors of abuse.

“The residents of Fairfax County should be proud of the efforts of their local agencies and organizations to keep victims of domestic violence safe and to hold offenders accountable,” noted Attorney General William C. Sims. He also cited the development of programs to meet the unique challenges and needs of

the county’s diverse populations.

The Police Department’s domestic violence statistics for 2008 include: 7,108 domestic disputes, 2,991 domestic violence incidents and 1,863 arrests made for domestic violence.

▶ For more information, go to [www.fairfaxcounty.gov/dsm/dviolence](http://www.fairfaxcounty.gov/dsm/dviolence). ■

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

# JoAnne Jorgenson Is Nurse of the Year

**JoAnne Jorgenson**, Health Department deputy director of Health Services, has been named Public Health Nurse of the Year.

Jorgenson is being recognized by the Health Department and the Virginia Department of Health Nursing Council for the Northern Region for her outstanding accomplishments, professional leadership, community service activities and extraordinary contributions to public health in the county.

Jorgenson began her career with the Health Department in 1971 and has worked on shaping the direction of public health and policy.

Among the several accomplishments this award recognizes is Jorgenson's



**JoAnne Jorgenson**  
*Photo provided by the Health Department.*

effort in laying the foundation for the Mobilization for Action through Planning and Partnerships, which will help to improve community health.

Jorgenson earned her nursing degree from South Dakota State University and a master of public health degree from the University of Minnesota. She has been a member of the Virginia Nurses, Virginia Public Health and American Public Health associations.

Throughout her career, she has been the recipient of several awards including the county's A. Heath Onthank Award for Merit and the Virginia Nurses Association Nancy Vance Award. She also served as president of the American Nurses Association in the Northern Virginia region. ■

## Balanced Scorecard – Focus on the Financial Perspective

*By the Balanced Scorecard Team*

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

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. A well-designed Strategy Map will communicate an agency's objectives and also depict what must be done well in order to execute strategy.

The Financial perspective answers the question "if we succeed, how will we be accountable and cost-effective to the taxpayer?" This perspective is about an agency's revenue growth and cost-reduction strategies.

Several years ago the Department of Public Works and Environmental Services Land Development Services (LDS) identified several key strategic initiatives, including aligning fees with costs and

optimizing resources under the Financial perspective, and cross training within the Learning and Growth perspective.

The goals of the cross-training efforts were threefold: create a greater awareness and appreciation for the work of all of the different divisions within LDS; improve customer service through improved understanding by staff of the permitting process; and enhance the skills of staff within LDS to serve multiple roles within the department. This initiative became one of the agency's best financial strategies, given the county's current budget challenges.

LDS pursued a specific strategy to reduce expenditures and raise revenues while maintaining reasonable permitting fees. Financial goals included recovering 90 percent of the agency's cost through fees. The analysis took into consideration the drop in permit numbers and revenues caused by the recession, as well as a bleak real estate market. Fees were adjusted through analyzing the cost of providing the different types of permit services compared to the revenue

collected for each type of permit. First, staff levels were adjusted based on the decreased workload, and then the fees were recalculated and increased to align with recovering 90 percent of the cost. Expenditures were adjusted through reducing staff levels by nearly 20 percent.

"Because of the Learning and Growth and Financial strategic initiatives, we had the time and infrastructure already set up to find the best matches with job placements well before the FY 2010 Budget was adopted," said **James Patteson**, LDS deputy director.

"Through proactive planning and with the full involvement of staff, these changes were made while maintaining a positive work environment and minimizing the negative impacts that such reductions can cause. I truly believe that the Financial perspective is where our biggest accomplishment to date with the Strategy Map exercise has occurred."

► For more information on Balanced Scorecard, go to <http://infoweb/lead>. ■

# What You Need to Know

## Swine-origin Influenza A (H1N1) Virus (Swine Flu)

New viruses, such as “swine flu,” can spread easily from person-to-person and potentially cause a pandemic. People have little natural immunity to these new viruses. Although there is no vaccine ready to protect against “swine flu,” there are steps you can take now to protect yourself and others.

**“SWINE FLU” IS TRANSMITTED THE SAME WAY AS SEASONAL INFLUENZA.** Flu is a highly contagious infection of the breathing system (nose, throat and lungs) caused by flu viruses.

### HOW FLU SPREADS:

- Person-to-person when an infected person coughs, sneezes or talks
- You can become sick when you breathe infected droplets or touch infected droplets and then touch your own eyes, nose or mouth

### FLU SYMPTOMS:

- Fever, dry cough, sore throat, runny nose, headache, muscle aches, extreme weakness and tiredness
- Some may have nausea, vomiting and diarrhea
- Symptoms appear 1 – 7 days after being infected
- People with underlying medical conditions may encounter serious complications, such as bacterial pneumonia, dehydration, heart failure and death

### MANAGING THE FLU:

- Over-the-counter medications can be effective for many flu symptoms
- Antiviral medication may be prescribed by your doctor. To be effective, antivirals must be started within two days after onset of illness
- Use all medications only as directed
- For general care, get lots of rest and drink plenty of fluids

[www.fairfaxcounty.gov/hd/flu/swineflu.htm](http://www.fairfaxcounty.gov/hd/flu/swineflu.htm)



A Fairfax, Va., publication. April 2009. For more information or to request information in an alternate format, contact the Fairfax County Health Department at 703-246-2411; TTY 711; [www.fairfaxcounty.gov/hd](http://www.fairfaxcounty.gov/hd).



### SEEK MEDICAL CARE IMMEDIATELY IF YOU HAVE:

- Difficulty breathing or chest pain
- Purple or blue discoloration of the lips
- Vomiting and unable to keep liquids down
- Dehydration such as dizziness when standing, lack of urination, or in infants, a lack of tears when they cry
- Seizures
- Confusion
- Contact your doctor and inform them of your symptoms before going in

### PROTECT YOURSELF & OTHERS AGAINST FLU:

- Cover coughs and sneezes
- Discard all tissues
- Wash hands often
- Stay home when sick with the flu
- Know your medical history

For the latest information on “swine flu” visit: [www.cdc.gov/swineflu/](http://www.cdc.gov/swineflu/)

### THE PROPER WAY TO WASH HANDS

- Start with warm water
- Use soap and lather
- Rub for 20 seconds
- Scrub palms, fingers & nails
- Rinse well
- Dry hands completely

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education program, "Sewer Science."

▶ In the last year, the Solid Waste Management Program processed more than 75,000 tons of brush into mulch. Mulch is available to residents free of charge at the transfer station, landfill or from any of six distribution sites throughout the county.

▶ More than 2,600 residents have already participated in the Electric Sunday computer and TV disposal events. The program was created by Solid Waste Management because of concerns that the digital TV conversion would cause a significant increase in the number of TVs being disposed.

▶ The I-95 Energy/Resource Recovery Facility not only processes 3,000 tons per day of municipal solid waste, but also generates enough electricity to serve 75,000 homes.

▶ Stormwater Management inspects and maintains approximately 1,400 miles of pipe, 79 miles of man-made channels, and 96,000 storm drain inlets and catch basins.

▶ Stormwater Management inspects more than 1,200 public stormwater management facilities (for example, ponds) as well as more than 3,100 private stormwater management facilities on a five-year cycle.

▶ The Stormwater program also provides general public works support to the county maintaining more than 38,000



**The I-66 Transfer Station Complex.** Photo provided by DPWES, Solid Waste Management.

street name signs, 275 bus shelters, 11 park-and-ride facilities, 600 miles of trails and sidewalks, five commercial revitalization projects, and it treats snow and ice at 110 county facilities.

▶ Capital Facilities supports the design and/or construction of capital improvement projects such as new and expanded libraries, courts, police and fire stations, as well as bus shelters, bus stop improvements, roads, trails, sidewalks, streetlights, storm drainage, and wastewater and sanitary sewer facilities.

▶ Capital Facilities currently has 26 projects that have used the Leadership in Energy and Environmental Design (LEED) and Green Globes green building principles. Examples include the Fairfax Center Fire Station, Burke Centre Library and the Katherine K. Hanley Family Shelter. The LEED Green Building Rating

System and Green Globes are nationally recognized rating systems for the design, construction and operations of high performance green buildings.

▶ DPWES also oversaw the design and construction of the McConnell Public Safety and Transportation Operations Center, a 147,000-square-foot state-of-the-art facility. The project came in \$8.5 million under budget and ahead of planned completion dates.

▶ The Construction Management Division Land Survey Branch processes nearly 500 surveys annually (on average) for all types of county projects including purchase of real property, surveying for design and construction of improvements, developer default projects and various special projects.

▶ For more information about DPWES, go to <http://infoweb/dpwes>. ■

## And...They Battle the Emerald Ash Borer

The Department of Public Works and Environmental Services (DPWES) also is involved in monitoring and eradicating the emerald ash borer, a serious threat to ash trees, which was discovered in several locations across the county last summer.

This spring, DPWES employees are placing 2,000 non-toxic glue traps in ash trees across the county to detect the insect. The large, purple traps will help to monitor and track the pest's presence.

DPWES is asking the public to report traps that have fallen to the ground, and they advise not to touch them since they are covered with extremely sticky glue. DPWES is also looking for homeowners who will allow traps to be hung in trees on their private property.

▶ For more information, call the Forest Pest Branch at 703-324-5304, or go to [www.fairfaxcounty.gov/dpwes/environmental/eab\\_general.htm](http://www.fairfaxcounty.gov/dpwes/environmental/eab_general.htm). ■



**DPWES employees Frank Finch (left) and Sandra Farkas (right) hang one of the purple traps.** Photo provided by DPWES.

# In the News

## Craig Jones Receives Kudos from Resident

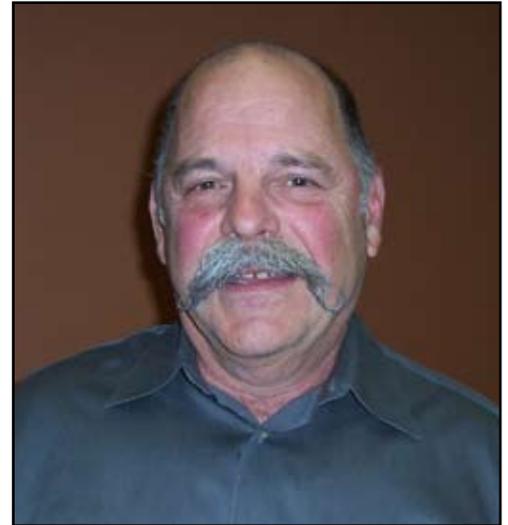
A letter was recently sent to County Executive **Anthony H. Griffin** praising the efforts of **Craig Jones**, an employee in the Environmental Health Division of the Health Department.

Jones was at an older resident's home to check on her failing septic system. He noticed the woman wasn't feeling well and contacted a family member.

He stayed with the resident until the family member arrived. The resident subsequently passed away that evening at Fairfax Hospital.

"It gave us great comfort to know that Mr. Jones was so caring and stayed with mom so she wouldn't be alone. It makes me very proud of Fairfax County employees and, in particular, of Mr. Jones," noted the resident's daughter in her letter to Griffin. ■

**Craig Jones, Health Department.**  
*Photo provided by the Health Department.*



**Officer Mark Gleason honored.** *Photo provided by the Police Department.*

## School Resource Officer Is Honored

Police Officer **Mark Gleason**, assigned to Robinson Secondary, has been named a Coach of the Year–Winter 2008-2009 by The Washington Post.

Gleason was recognized for helping to train the Robinson athletes to become district and regional leaders in track and field events. A 1988 graduate from Fairfax County's Thomas Edison High School, Gleason played football and ran track throughout high school and college. ■

## A Successful ART Conference

More than 325 county administrative professionals attended the annual Administrative Resource Team (ART) Conference held at the Government Center on April 24.

The daylong event, held in conjunction with National Administrative Professionals Day, included 18 workshops with topics including resume writing, healthy eating, effectively dealing with difficult people and protection against identity theft.

A highlight of the day was the lunchtime talent and fashion show featuring county employees. ■



**Pat Baerwald, Alternative Dispute Resolution, explains conflict-handling modes during an ART Conference workshop.**

## Focus on Human Resources and the FY 2010 Budget

# What Does the FY2010 Adopted Budget Mean to Me?

**Q:** If there are no pay increases in FY 2010, why should we spend the time to do performance reviews?

**A:** While it is correct that there will be no Pay for Performance, merit increment or longevity pay increases in FY 2010, the performance management requirements remain in effect.

The key to success in the county's performance management system is ongoing, regular, two-way communication between employees and their supervisors. This ensures that employees are aware of performance expectations and supervisors are able to provide support if needed to meet those expectations.

Midyear reviews, annual reviews, 10-week advance notices and follow-up work improvement plans will continue to be required regardless of the fact that no pay increase will be given.

**Q:** If I am currently a part-time employee participating in county health or dental insurance, when does the new

increased cost become effective?

**A:** In response to feedback from many employees, the Board of Supervisors has agreed to grandfather current employees so they will not be impacted by the policy change.

Employees hired beginning pay period 15, 2009, into positions with scheduled hours of 30 hours or less per week will be required to pay the increased premium rate beginning in January 2010. The employee will pay 50 percent of the premium and the county will pay 50 percent.

**Q:** I saw that the budget included increased rates for health insurance. Are there any changes expected to those increased rates?

**A:** The board has directed staff to carefully review the need for premium increases for FY 2010. The rates included in the FY 2010 Adopted Budget are projected based on data available at the time. Final rates will be set after further

### HR Central

HR Central has benefit information.

- ▶ Call 703-324-3311
- TTY 703-222-7314
- ▶ Visit <http://infoweb/hr/benefits>

review in the fall.

**Q:** I heard there was a change to the Employee Awards Program. What is the change?

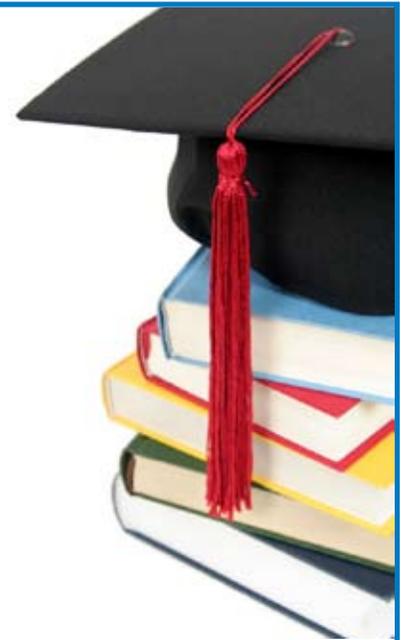
**A:** With the suspension of cash and gift awards for FY 2010, the board directed that Outstanding Performance, Team and Managerial Excellence, and Length of Service award recipients be given a second "day off" to recognize their achievements. This will be implemented retroactive to January 2009 so employees who received Length of Service awards in February and employees who received an Outstanding Performance or Team Excellence Awards at the March ceremony will receive a second day off.

Those certificates are currently being prepared and will be distributed to employees through the agency payroll contact by May 31. ■

## Attention Parents of May/June 2009 Graduates

If your child is graduating and is 19 or over, his or her health and dental coverage will end at the end of the month of graduation. Employees are required to complete and return an enrollment/change form dropping their child from coverage. Send the form to the Department of Human Resources Benefits Division, Suite 270, 12000 Government Center Parkway, Fairfax, VA 22035. Once the form is received, your child will be sent information on how he or she can continue coverage under COBRA.

If your child has been accepted into graduate school (or will not graduate as expected) and will continue to be a full-time student in the fall, contact HR Central at 703-324-3311 to update your child's student information (school name and new graduation date). ■



## Briefs

### Linking Economic Conditions to Increased Fraud Risks

During tight budget times agencies are often tasked with doing more with less. Staffing limitations can affect the ability to have full separation of duties, thereby weakening internal controls and making effective monitoring and oversight critical.

Fraud statistics indicate that lack of adequate internal controls is the leading factor for allowing frauds to happen, while tips are cited as the number one way that fraud schemes are detected.

▶ If you suspect that fraud may be occurring within a county department, contact the fraud hotline at 703-787-3243 or submit an electronic fraud referral form at <http://infoweb/Audit/Reportingfraud1.htm>.

▶ The Internal Audit Office can work with departments to help ensure that sufficient controls are in place to limit opportunities for errors or fraud to go undetected. For more information, call 703-324-4200.

### Employees Retirement System Board of Trustees Election

The Employees Retirement System Board of Trustees election will be held May 11-27. The nominees for the Board of Trustees are **Randy R. Creller**, Department of Information Technology, who is the incumbent; **Dai Nguyen**, Department of Family Services; and **Stephen J. Turchen**, Department of Public Works and Environmental Services. The person elected will serve a four-year term, which begins July 1. Statements from the candidates and voting information can be found at <http://infoweb/hr>.

▶ For more information, call **Valarie Johnson** at 703-324-3854 or e-mail [valarie.johnson@fairfaxcounty.gov](mailto:valarie.johnson@fairfaxcounty.gov).

### Library Week in Fairfax County



**Supervisor Smyth reads to children at the Library event. Photo by Johnny Goodyear.**

The Library held a read-a-thon at the Tysons Corner Center in McLean on April 14 as part of the county's observance of National Library Week, April 12-18.

Dozens of preschoolers and families joined Providence District Supervisor **Linda Q. Smyth**, Mr. Knick Knack, children's author Janet Stoeke and other special guests as they read from their favorite picture books.

▶ For more information on the Fairfax County Public Library and services, go to [www.fairfaxcounty.gov/living/libraries](http://www.fairfaxcounty.gov/living/libraries).

### Employee Health and Fitness Day

The Live Well program is hosting a daylong symposium and wellness celebration at the Government Center on May 20 for National Employee Health and Fitness Day.

To register, go to <http://infoweb/employeeu>, click on "Ready to Register?" and search Live Well Symposium. Employees must be registered to receive symposium materials and to be eligible for door prizes.

The event begins at 8:30 a.m. and activities will be ongoing until 3:30 p.m. Employees are encouraged to dress to be active.

▶ For more information on the Employee Health and Fitness Day, go to <http://infoweb/LiveWell>.

### Flu Preparedness Guide

Fairfax County has a Pandemic Influenza Preparedness Plan in place. It includes information on how flu spreads and how to protect yourself and your family from illness.

Simple steps such as washing your hands and covering your coughs and sneezes are effective ways to protect yourself from germs, including the H1N1 Influenza A virus (swine flu). More information can be found on page 3.

A preparedness guide "Caring for Yourself and Others — Seasonal and Pandemic Influenza" is available in a PDF format from the Health Department at [www.fairfaxcounty.gov/emergency/pandemicflu/county\\_influenza\\_guide\\_july\\_2007.pdf](http://www.fairfaxcounty.gov/emergency/pandemicflu/county_influenza_guide_july_2007.pdf) and can be printed to share with family and neighbors.

▶ Links to the latest information about the new H1N1 virus (swine flu) and the current ongoing nationwide investigation are posted at [www.fairfaxcounty.gov/hd/flu/swineflu.htm](http://www.fairfaxcounty.gov/hd/flu/swineflu.htm).

▶ You also may call 703-246-2411 (TTY 703-591-6435).

### Annual Year-End Conference to Be Held on May 14

The FY 2009 Year-End Conference is scheduled for Thursday, May 14. Registration begins at 8 a.m. followed by the main session at 8:30 a.m. in the Board Auditorium of the Government Center, 12000 Government Center Parkway, Fairfax.

The program will include a general meeting from 8:30-9:30 a.m. on important closing information and year-end reminders. Two concurrent one-hour breakout sessions will be available at 9:45 a.m. and 11 a.m. These sessions include accounts payable updates, grant reporting and iCASPS year-end procurement activities.

▶ For reasonable ADA accommodations, contact **Terry Ty** at 703-324-3140.

# Green Tips From the Employee Recycling Committee

In these difficult economic times, it's important to remember that conserving paper use in the county has economic as well as environmental benefits. Fairfax County Government uses 80 million sheets or 160,000 reams of paper yearly.

To reduce paper usage by 6 percent, each employee would need to use 310 less pages a year – that translates into less than one page per day. Right now, at our current consumption of 80 million sheets per year, each employee prints an average of 5,000 sheets a year.

Here are some “best use” practices to conserve paper when you work:

▶ Print on both sides of paper - see your printer settings under “file – print

- properties – finishing – print on both sides” (instructions may vary based on your printer model).

▶ Photocopy on both sides when copying information.

▶ If you receive sheets that are only printed on one side, reuse the unprinted side in your printer.

▶ Don't print out banner sheets. Banner sheets are generated from most Xerox printers for the purpose of identifying your print job. They are blank pages that have nothing more than your user name at the top. The county data shows we could potentially save \$300,000 a year by ending this practice.

▶ Use county vendor Office Depot's

## Live Well Invites Employees to Shape Up



The Live Well Program is partnering with Shape Up the Nation to encourage employees to participate in a 12-week, team-based exercise, walking and weight-loss competition for all fitness levels. The program begins June 1.

Employees can register until May 22 at [www.shapeupthenation.com](http://www.shapeupthenation.com). At the top right there is a “Sign Up!” button. You will be asked to enter the name of your company, which is Fairfax County Government. From there the application will walk you through the process. You also can register at 1-877-561-8739.

There is a \$22 registration fee per person, which includes:

- ▶ High-quality pedometer.
- ▶ Reminder wristband.
- ▶ Competition logbook.
- ▶ Online Team Tracker system.
- ▶ Weekly exercise and nutrition tips.

### Here's How It Works:

**1.** Recruit your team. Employees can register to be a team captain online at [www.shapeupthenation.com](http://www.shapeupthenation.com) and can recruit a team using the Shape Up the Nation online system. Teams should be five to 11 members.

**2.** Get ready to compete. Once team members are registered, they will receive their materials and be ready to compete on June 1.

**3.** Teams may choose to compete in one, two or all three competition divisions. Each division will have separate team standings.

**4.** Keep track of your progress online or in the logbook.

**5.** At the end of 12 weeks, you will have accomplished a healthier lifestyle and teams will be recognized and eligible for donated prizes. ■

### Green Resources

▶ <http://infoweb/green>

#### Employee Recycling Committee

- ▶ Online at <http://infoweb/dpwes/msw/erc.htm>
- ▶ E-mail [erc@fairfaxcounty.gov](mailto:erc@fairfaxcounty.gov)

“Green Book” to buy recycled paper, envelopes, file folders and more.

▶ Use scrap paper for notes, phone messages (e.g., desktop tear-a-day calendars are blank on the back).

▶ Use county recycling bins, and buy recycled “green” products for the office – the savings can add up. ■

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