



Mono County Quarterly Newsletter

S U M M E R - F A L L 2 0 1 3



District 5, Supervisor Byng Hunt

I would like to personally recognize all of our employees for their enormous value they have given to the County and the sacrifices they have made during these difficult economic and political times. As we have watched the disintegration of the Town of Mammoth Lakes, Mono County remains a true leader in how to do government business. The Town is like a child that has gone astray, and the County acts like the father that is helping to straighten out the path to maturity and ultimate success. We are recognized state wide for our process and accomplishments. I am proud and honored to be working with all of you, and sincerely look forward to the work of "Team Mono" as we move ahead. Thanks for all of your efforts.

For me it has been an interesting nine months as a new Supervisor. There have been multiple District 2 issues that have popped up during this period. I have been very impressed with the responsiveness of County Staff to these issues, some of which required quick action. I have also been impressed with the common sense intelligence demonstrated by many in their problem solving approaches. I have tried to thank you individually as things have come up but I am sure I have missed people. So I want to take this opportunity to say thank you for the response and support you have shown.

I do not have to tell you how diverse District 2 is. As the only non-Mammoth District all the needs of its citizens come through the County. As such, I am sure that I will continue to need your assistance in a wide variety of areas. When I worked for a large organization I used to dislike the organizational "pep talks" we used to hear as often lacking sincerity so I am not going to do that here. The County has and will have problems. I will continue to attempt to pursue fair solutions as things come up.



District 2, Supervisor Fred Stump

Notes from our Board of Supervisors will be a continuing addition to the newsletter, you can look forward to comments from the other members in the next addition!

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Happy Autumn!

Thank you so much for the welcome everyone has shown me when I joined this organization. It is an honor to work with such an incredible group of employees who serve the residents and visitors of Mono County through superior public services. Over the summer and into the fall, I have had the opportunity to meet with departments, see where our services are being delivered and have begun to hear from employees on ways to improve the work being done. This process is continuing and I look forward to more of these opportunities.

Our County government and communities continue to face many challenges. They include a smoke filled summer, a federal government shutdown and an unknown prospect for our winter season. Moving forward, based upon a balanced budget which starts the process for strategic, long range planning, we must have a conversation both in and out of our organization about how we can provide better services. Your ideas and feedback along with the community's will be a crucial part of successfully overcoming both our short and long term challenges. In the coming months, your insight and understanding are needed as we continue the Board initiated Strategic Planning Effort.

I ask for your thoughts on ways to innovate and improve services while respecting current efforts. Your hard work and communication are the key and I look forward to hearing from you. Please call me (760) 932-5414, (760) 924-1703, (707) 529-4510 or email me at jleddy@mono.ca.gov and let me know what you think. As I continue to visit departments and as we launch a broader strategic planning effort, your feedback will be valued and needed.



Jim Leddy, CAO

Thank you again for all of your continued service to the people of Mono County.

Upcoming Events

- November 11 - Veterans Day Holiday
- November 28 & 29 - Thanksgiving Day Holiday
- December 11 - Employee Holiday Luncheon, Bridgeport
- December 12 - Employee Holiday Luncheon, Mammoth
- December 24 & 25 - Christmas Holiday
- December 31 & January 1 - New Year's Eve and Day Holiday

Suggested by: Alicia Vennos

Trivia!

1. In what lake (yes, "IN" the lake) in Mono County might you find a slot machine or several, if you went diving, and why?
2. What local attraction receives more returned souvenir items than probably all retailers in Mono County combined? Why?

Send your answers to jsimpson@mono.ca.gov and we'll publish the winners, the funniest answers, and the real answers in the next Mono County Employee Newsletter!

Events Around the County



The departments of Public Health, Social Services, and Behavioral Health got together to run a booth at the 2013 KidApooloza event at Mammoth Creek Park on June 8th. Staff shared information with event-goers, and offered healthy snacks to adults and kids alike



Mono County Board of Supervisors honors retirees.



School Street Plaza Project construction is completed! Check out the before and after photos.



State Fair exhibit wins Gold!

IT Computer Tips

Suggested by: Greg Newbry

IT computer tips can also be found on the County Common drive (R) called "Additional IT Computer Tips". All tips plus supporting documentation will be in this folder.

Do not follow links or select attachments you're not sure of. Fishing or malware finds its way into our email and there's really no way to completely stop it. If you get an email you're not sure of and it has an attachment or link, do not select the attachment or follow the link. Often the link will look real like UPS or the like. If you hover over the link (without clicking/selecting); you'll see a light address showing the real address of the link which will not be UPS etc.

If the email is from someone you know, but there's no reason for them to send you something; again, do not select the attach-

ment or link. In this case, you can hit reply to the sender with text saying something like: "you sent this email with an attachment is it safe to open?" If they reply they did not send you the email; then they have a virus that is using their email to infect others. Bad guys will often use a real looking email with actual phone numbers to UPS (or wherever) that are good. However, if you call the number you'll find UPS will tell you it's bogus and the number was used to make the email look legitimate hoping you'll follow the link or select the attachment (infecting your pc).

If it's clearly a bad guy; forward the email to: spam@mono.ca.gov. Our spam server will automatically prevent emails from this address to any mono county email address. Then, delete the email and empty your deleted folder (which you should do anyway on a regular basis).

Fishing is pretending to be someone/ something else to get you to reply and get your personal information. Malware/viruses: infect your computer with a program to monitor what you do and steal information like passwords, bank account info etc. Generally, if you are not logged on as an administrator, the programs cannot add executable programs to your pc. This is why we do not allow anyone to have administrator logon rights.

If you suspect your computer has been compromised, contact the IT department immediately and change your password. As always, for any IT support email support@mono.ca.gov or call extension 5500.

Bridgeport Staff Cuts 4 tons of Government Waste!

We've all heard people complain about government waste. Fortunately, the mixed paper recycling program in Bridgeport just cut a lot of it—**4 tons worth**. Thanks to the staff who has been participating in this pilot program, and to those who will take advantage of the permanent receptacles that have been delivered in the past weeks. Mammoth staffers have been recycling paper, and cutting government waste for quite some time so hats off to them. At this point, all County offices in Bridgeport, Sierra Center Mall and the Minaret Mall have recycling programs in place.



In order for these programs to be effective, they require your participation. Please do your part to place all mixed paper products, into the blue containers at your desk.

When full, take a moment to transport the can to the "central receptacle" closest to your desk. These central receptacles are periodically collected and transported to a recycling facility. In Mammoth, the receptacles are collected by Sierra Conservation Project, and the service is grant funded. In Bridgeport, collection is handled by Solid Waste staff, rolled into their normal trips up and down the county.



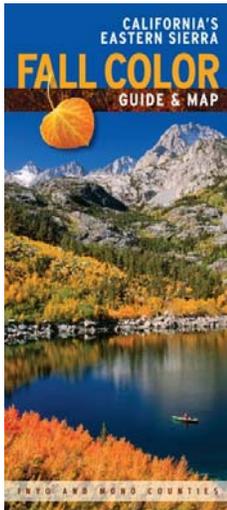
If you need a desk side receptacle, information on the location of central receptacles, or any other info about county recycling programs, please contact **Tony Dublino** at tdublino@mono.ca.gov.



- "Mixed Paper"**
- Newspaper
 - Paper bags,
 - Paperboard
(cereal boxes)
 - Magazines
 - Catalogs
 - Phone books
 - Office paper
 - Envelopes
 - File Folders
 - Pamphlets
 - Brochures
 - Business Cards

Department Highlight: Economic Development

Greetings from the small -- but mighty -- Economic Development Department! Our official name is "Economic Development & Special Projects" which explains the rather diverse nature of our tasks as we strive "to enhance the economic base of Mono County through job creation, by promoting tourism and protecting the natural resources of the county." Our department serves as the primary support staff to the Mono County Tourism & Film Commission and Mono County Fisheries Commission (hooray for these two dedicated group of volunteers!) and oversees, administers, and regulates Conway Ranch and the fish enhancement programs on Conway Ranch. All issues relating to the geothermal plants on non-federal lands, and the Long Valley Hydrologic Advisory Committee (LVHAC) are also part of the department's responsibilities. In addition, we are the Mono County Film Commission office, and most recently have added more traditional Economic Development outreach to our tasks -- working with an independent consultant to develop a county-wide Economic Development Strategic Plan, researching ways to create support and provide resources for small business, sourcing grant opportunities, and exploring avenues to retain and attract new business to the area.



Tourism, of course, is Mono County's anchor and primary economic driver. Did you know that Mono County attracts an estimated 1.5 million visitors annually, who stay an average of 3.1 days generating 4.7 million total visitor days...and a whopping \$451 million in direct spending? True story, based on the results of the Economic Impact/Visitor Profile Study, 2008 and the 2013 Economic Development Strategic Plan.

We are a department of three full-time staff and a fantastic part-time intern -- Dan Lyster, Alicia Vennos, Jeff Simpson and Ethan James - - but the reason for our "might" is because

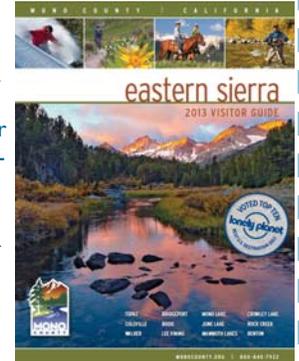
our team includes every Mono County employee. That's right -- tourism is truly a team sport! It impacts every one of us who lives and works here and your genuine and friendly contact with visitors both on and off the job can launch someone's Mono County experience to a whole new level -- inspiring him/her to stay longer, to come back sooner, and basically to tell all their friends that our region is a must-see place to visit. Random acts of kindness as basic as a smile and a greeting go a long, long way in making folks feel welcome in this amazing place we are so fortunate to call "home." And maybe -- like many of us -- they will choose to one day make it their home, too. Which isn't to say we can't have fun with our visitors -- for example, trying to teach them the correct way to say "Mono" so it doesn't sound like the disease. And sharing one of our all-time favorite questions: "Can you please tell me how to get to that lake where they grow tofu?"

So what do we do to promote Mono County as a visitor destination? The short answer is as much as humanly possible... and within budget! We design and produce several marketing communication pieces including a 44-page annual Mono County Visitor Guide (and we sell all the advertising to cover the costs), and the newly updated and improved Eastern Sierra Fall Color Guide, a collaborative effort between Mono and Inyo Counties, Bishop Chamber of Commerce and Mammoth Lakes Tourism. We develop advertising campaigns, design and upload content and information to our tourism website (www.MonoCounty.org), blast out a steady stream of press releases, maximize social media outreach (8500 fans "like" Mono County Tourism on Facebook!), exhibit at about 11 consumer travel/fishing/film/media tradeshows annually, and work with many different agencies and regional partners on cooperative tourism efforts. Alicia is also the Film Commissioner for Mono County and works hard to entice commercials, feature films and photo shoots to our area. The average commercial shoot lasts only a few days but brings \$25,000 in direct spending to Mono County. Remember the Tom Cruise sci-fi thriller Oblivion, filmed in June Lake? A solid 1.3 million in direct spending. Again, this is a team effort and many thanks go to Sarah Messerlian for assistance with permits, the Sheriff's department and CHP for ITC and monitoring assistance, and to our good friends in the Inyo National For-

est, Humboldt Toiyabe Forest, BLM and LADWP for their excellent service in issuing film permits.

One of the reasons we volunteered to provide a department overview for this newsletter is because we need YOUR help, your fresh eyes and creative genius right now! We

are in the process of expanding and improving our 44-page annual Visitor Guide for 2014 and would appreciate it if you would take a few minutes to look through the 2013 edition as if you were a visitor and let us know how we can improve this guide: <http://edition.pagesuite-professional.co.uk/Launch.aspx?pbid=89d8265f-2656-4b8e-be0c-fd23d530d1bb>



Also, please check out our tourism website -- again as if you were planning a trip here. It's a massive site and very challenging to stay on top of so we would sincerely welcome any feedback you can offer: <http://www.monocounty.org/> Finally -- please sign up for our monthly E-Newsletter and "like" us on Facebook! Now that you know you are officially part of the Tourism Team, we really need and welcome photos of all the cool things you and your family and friends do around the county on your days off -- hiking in the fall colors, biking, fishing, climbing, boating, bird watching, ATV'ing, hanging out at special events, etc. -- to share with our visitors. Just email your pics to jsimpson@mono.ca.gov and if we post them, fame and fortune will be yours in the form of a photo credit!

Thanks for your help, friends. Remember -- Economic Development is everyone's business. (Hey, catchy slogan!)

Employee Appreciation Picnics: North and South



13 Behaviors of Trust

Creating, nurturing and safeguarding trust may be the most important aspect of a work environment for manager and employee alike. In today's workplace, employee and manager often work remotely, whether in the field, down the hall, or in separate buildings. Without mutual trust, work relationships suffer, communication breaks down, and productivity slows.

Stephen Covey, author of the "The Speed of Trust" builds the business case for trust. He shares a trust formula. He states "When trust goes up, speed will also go up and cost will go down." The inverse is also true. "When trust goes down, speed will

go down and costs will go up."

The good news is that trust can be built. The better news is that trust can be rebuilt faster than most of us think. Trust is built on two things: competence and character.

According to Stephen M.R. Covey's book, The Speed of Trust, there are 13 Behaviors of Trust.

1. Talk Straight. Tell the truth. Let others know where you stand. Use simple language. Refrain from manipulating people or distorting facts. Demonstrate integrity.

2. Demonstrate Respect. Genuinely care for others; show it without faking. Respect the dignity of every person and their role. Show kindness in little things. Avoid being curt with people.

3. Create Transparency. Tell the truth in a way people can verify it. Get real and genuine. Be open and authentic. Avoid hidden agendas or hidden information. Part of transparency is sharing information. Operate on the premise of "what you see is what you get."

4. Right Wrongs. Make things right when you have done something or said something wrong. Apologize quickly. Demonstrate personal humility. Keep things in the open without covering things up. Keep pride out of the way of doing the right thing.

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Please take a moment to meet our new employees

Teresa Neely, HR Generalist



Erin Van Kampen
Deputy Probation Officer I
Probation
Start Date: 5/20/2013



Heather Edwall
Social Worker I
Social Services
Start Date: 6/17/13



Melissa Daniels
Psychiatric Specialist I
Behavioral Health
Start Date: 5/13/2013



Jennifer Senior
Fiscal & Technical Specialist I
County Counsel
Start Date: 5/20/13



Bob Musil
Assessor
Start Date: 9/3/2013



Pat Gale
Fiscal & Technical Specialist IV
Finance
Start Date: 9/23/13

New Employees



Christine Cauble
Deputy Probation Officer I
Probation
Start Date: 8/5/13



Bill Van Lente
Director of HR/Risk Management
County Administrative Office
Start Date: 8/19/2013



Sage Lovelace
Animal Shelter Attendant I
Animal Control
Start Date: 8/22/13



Elizabeth Haakana
Animal Control Officer I
Animal Control
Start Date: 9/3/2013



Christian Milovich
Deputy County Counsel I
County Counsel
Start Date: 9/9/2013



Jim Leddy
County Administrative Officer
Start Date: 6/10/2013



Megan Mahaffey
Fiscal Technical Specialist IV
Finance
Start Date: 9/23/2013

Not Pictured
Christopher Sergieff
Deputy Sheriff I
Sheriff's Department
Start Date: 6/18/13

Not Pictured
Arturo Torres
Deputy Sheriff II
Sheriff's Department
Start Date: 5/13/13

Not Pictured
Emmet Lerg
Public Safety Officer I
Sheriff's Department
Start Date: 7/22/13

Retirements

6/2013 David Brown 4 years

Program Highlight

The **Mono County Senior Program** provides a variety of services to senior citizen county residents, age 60 and older.

Congregate meals are provided five days a week at the Walker Senior Center. The requested donation for a person 60 and over is \$2.00. The price for a person under 60 is \$4.50.

The congregate meal setting provides the seniors with socialization and time



with friends. There is a monthly birthday party, movie Mondays, and a bingo game every other Friday.

Home delivered meals are provided five days a week in North County. Meals are prepared, frozen, and delivered once a week to the Benton area and every two weeks to the Mammoth area.

Assisted transportation is provided as well. Transportation can be provided to services such as grocery shopping or medical appointments. Bus passes are also provided and sold to seniors. There is no set price for the bus passes; the donation is based on what the person can afford.



All donations are greatly appreciated and are used to better the program!

Megan Foster, FTS III
Mono County Social Services

Behaviors of Trust

Continued from page 6

5. Show Loyalty. Give credit to people freely. Acknowledge contributions of others. Be supportive of others who are not there to speak for themselves—don't sell others out. A leader should never take credit for the hard work of others. Just as bad is the one who gives credit to someone in their presence, but then down-plays their contribution to others. Speak about others as if they were present. Some people think it builds relationships to talk about others. The opposite is true. Talking about others behind their back will decrease trust.

6. Deliver Results. Establish a track record of results. Get the right things done. Make things happen. Be on time and within budget. Don't overpromise and under deliver.

7. Get Better. Continuously improve. Increase your capabilities and be a constant learner. First, seek feedback from those around you. Second, learn from

your mistakes.

8. Confront Reality. Bring forth the real issues and keep our heads out of the sand. Let people know the truth. Address the tough stuff directly.

9. Clarify Expectations. Disclose and reveal expectations – shared vision and agreement about what is to be done and by whom up front. Avoid assuming expectations are all clear and are shared. When expectations are not clearly defined up front, trust and speed both go down.

10. Practice Accountability. Hold yourself accountable. Holding yourself accountable includes taking responsibility for bad results and not blaming others for failure. When we fail, we need to look in the mirror. Hold ourselves accountable and expect others to do the same. Take responsibility for results. Avoid shirking responsibility, blaming others when things go wrong.

11. Listen First. Listen before you speak. Understand. Diagnose. Listen with your ears and eyes and heart. Find out what the most important behaviors are to the people you are communicating and working with.

12. Keep Commitments. Say what you're going to do then do what you say you're going to do. Then do it. Make commitments carefully and keep them. Keep confidences.

13. Extend Trust. Extend trust abundantly to those who have earned your trust. Extend conditionally to those who are earning your trust. Learn how to appropriately extend trust to others based on the situation, risk, and credibility of the people involved.

"In a Watson Wyatt 2002 study, high-trust organizations outperformed low-trust organizations in total return to shareholders by 286 percent."

"The first job of a leader—at work or at home—is to inspire trust. It's to bring out the best in people by entrusting them with meaningful stewardships, and to create an environment in which high-trust interaction inspires creativity and possibility."

— Stephen M.R. Covey, *The SPEED of Trust: The One Thing that*