

Kent Connections

A Newsletter Published by Kent County Levy Court for its Employees

July 2009



Employee of the Month *Shirley Goodwin*

The Kent County department heads have selected SHIRLEY E. GOODWIN from the Department of Planning Services as the July 2009 Employee of the Month.

Shirley, a Planning Technician II in the Planning Division, has worked for Kent County since April 2006. Her primary duties include organizing packets for Regional Planning Commission and Board of Adjustment meetings and helping customers with zoning and land use procedural questions.

Shirley has been praised numerous times by citizens through constituent comment cards for her vast knowledge about the planning review and approval process as well as her kind demeanor and helpfulness.

More recently with staffing reductions from the retirement incentive, Shirley has taken on the additional duties of preparing conditional use notification letters and submitting newspaper legal notices advising the public of Levy Court actions on various land use decisions.

Congratulations Shirley for a job well done!

COMING NEXT MONTH:

- > How does new State law impact County holidays?
- > Tuition assistance can help your career goals
- > What happened at the annual NACo Conference?

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Kent Connections is published for the employees and retirees of Kent County Levy Court using Microsoft Publisher® & Microsoft PowerPoint®. Comments, suggestions and story ideas should be addressed to: Kent County Personnel Office, 555 Bay Road, Dover, DE 19901, or given to Allan Kujala, Martha Lewis, Cathleen McLean, or Yvonne Messina. Or, call the Personnel Office at 744-2310.

Bare bones Fiscal Year '10 gets started

By Allan Kujala, Personnel Director

It is a new year in Kent County, "fiscal year" that is and the County's FY2010 budget was significantly impacted by the nation's and State's financial woes.

The new fiscal year started July 1 and for the first time in almost 20 years, employees receive no pay increases. What employees do get is a one percent pay reduction which is a contribution to the County's pension plan.

The new pension contribution was one of a number of initiatives approved by Levy Court on April 28 to balance the budget. Commissioners were able to hold the health insurance premium increase to just 9.3%, but employees and retirees have to pay higher co-payments for brand name and non-formulary prescriptions. The brand name Rx copay increased from \$15 to \$25 and the non-formulary Rx copay increased from \$35 to \$50 for a 30-day supply. Employees using the less expensive mail order prescription service will see the 90-day supply co-payment double from the current one times to two times the 30-day rates.

Since the new fiscal starts in the middle of the week, the 1% pension contribution deduction will not show up until the July 24 paycheck, however, any optional life insurance rate changes will show as a deduction on the July 10 pay stub. Employees should carefully review pay stubs for any keying errors.

The approved \$43.2 million all funds combined budget provides for a six cent property tax increase, which increases those revenues by 25% in the General Fund's \$21.8 million budget. It also incorporates a 45% decrease in realty transfer taxes and a 15% decrease in various fees collected, especially building permit and deed recordation fees. The budget was balanced by including a cost reduction of \$522,700 in the salary line to reflect the retirement incentive implementation savings.

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Kent Co. Employee Obsessions

Take a minute to visit the display case on the first floor of the Kent County Administrative Complex which features a unique collection of Pez® dispensers collected by the brother of Chief Deputy Register of Wills MARGO ORLANDO. The second floor display case features a bevy of Mexican souvenirs amassed by Personnel Director ALLAN KUJALA.



Got an interesting hobby or like to collect limited edition baubles? How about a collection of trinkets from far-away lands? Then show off your talent for amassing things—it may interest others as well.

HOW TO BE EXCEPTIONAL

DEVELOPMENT OF SELF—a. Attend a wide variety of internal and external training and actively support the organization's training initiatives; b. Continuously build skill and knowledge bases and encourage others to do so; c. Develop and teach ways to perform the job better; d. Initiate efforts to obtain high-level job-related certifications and share expanded knowledge.

INITIATIVE—a. Define new assignments based on personal observations & work to modify if necessary;...

G.A.U.G.E.—Kent Co's performance assessment tool

Go Green Kent Co!

Conserve At Home—HVAC

Close curtains to keep out the hot summer sun; Close heating & cooling vents in unused rooms; Set your water heater to 120 degrees F; Set your refrigerator to 40 degrees F; Close the damper when the fireplace isn't being used; Clean air filter on your air conditioner...



A Monthly Contest

A free movie ticket will be given to the first two employees who find the last four digits of his/her Social Security number in the current issue of Kent Connections and contacts the Personnel Office at 744-2310. TERRI MISIEWICZ in the Finance Department and PAT ORONA in the Deeds Office spotted their numbers in June. You could win too—Just read your employee newsletter!



EOM INSIGHT



Name: Shirley Goodwin

Job: Planning Technician II

Time with the County: 3 years, 2 months

Education: continuing

My role as a County employee: supporting the Planning Commission and Staff, and helping county residents with land planning issues.

What keeps my job interesting: you never know what questions are going to come up, either from customers, co-workers or Commissioners.

What gives me a sense of accomplishment on the job: being able to help keep the planning department on task.

After work I enjoy: puttering around the house or yard, artistic endeavors, reading, etc.

Favorite new movie: haven't been movie going lately

Favorite old movie: The Philadelphia Story

Favorite sports: basketball, live baseball

Favorite music: as Duke Ellington said, there are only two kinds: good and bad. I like the good kind.

Favorite Kent County restaurant: uh-oh, my current favorite restaurant is Georgia House right across the river in Sussex County

Three people (living or dead) I'd invite to dinner: John Stewart, Stephen Colbert and Steve Carell

I'm most proud of: surviving the '80's

Pet peeve: can't think of one right now

If I've learned one thing in life, it's: never underestimate the power of a sense of humor

Life goals important to me: balance

Characteristics and values important to me: integrity, creativity, kindness

Who has had the most impact on my life: I'm fortunate that I've had many great influences.

Personal goals I have accomplished or would like to accomplish: still working on the college degree...

If I could have been in any profession of my choosing, I would have been a: theoretical physicist

* * *

The average human heart beats 100,000 times a day. Make those beats count.

Unknown author

New Fiscal Year always brings changes with it

By Allan Kujala, Personnel Director

Change—it is inevitable and can always be expected when the County's new fiscal year begins on July 1. This year's budget incorporates several organizational changes to address staffing reductions which saw the County's funded position count drop from 325 to 293 for FY2010.

The budget process was more difficult this year than in the past and a number of departments were impacted by revenue forecast reductions, the popular retirement incentive, and the need to transfer, reassign or retitle positions to fill gaps caused by retirements or long vacant positions. These departmental impacts include (funded positions vs. FTE):

Administration Department (28/32)—No funding for two vacant positions; Keep retiring Administrative Secretary position vacant; No funding for front desk position; Transfer in a staff member for a vacant personnel office position.

Community Services Department (24/26)—No funding for one vacant position; Keep Director position vacant for 6-12 months with duties performed by Acting Director; Contract out retiring Parks Division Manager position; Contract out retiring Parks Worker position; Transfer a staff member to another department; Transfer in a staff member to new Funds Analyst position created by combining retiring Secretary and vacant Associate Librarian positions.

Finance Department (25/28)—No funding for vacant Accounting Supervisor position; Transfer in two staff members for vacant accounting positions; Keep two retired Property Specialist positions vacant; Contract out retired Assessment Supervisor position; Keep retired Appraiser position unfilled for 6-12 months.

Planning Services Department (39/48)—Eliminate vacant Planner & Historic Preservation Planner positions; No funding for seven vacant positions; Promote to fill retired Planning Supervisor position and keep former position vacant;

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State Legislature eyes County bills at 145th session

By Bret Scott, Public Information Officer

The first half of 145th General Assembly convened in the early morning hours of July 1st. What follows is a recap of legislation affecting Kent County. Once a Bill passes both chambers it becomes law in ten days or upon the signature of the Governor. Any bill that has not cleared both chambers remains active when the General Assembly reconvenes in January 2010.

House Substitute 1 for House Bill 70 – Bans the use of covenants and other restrictions to prohibit the installation of wind energy systems provided such systems conform to county zoning and permitting regulations. Bill passed the Senate and the House.

HB 96 – Act would amend title 10 to eliminate the Mortgage Commissioner which, in recent years had become an obsolete position due to advancements in technology. Bill passed the House and Senate.

HB 174 – Enabling legislation would all Recorder of Deeds for all three counties to redact sensitive information from deeds and other document under their control. Bill passed the House and Senate.

HB 205 – Bill would provide for final

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Mileage rate set at 0.55

The Fiscal Year 2010 budget provides that the mileage rate for County business travel in a personal private vehicle shall be adjusted each July 1 and January 1 to match the General Services Administration rate in place on that date.

From July 1, 2009 through December 31, 2009, the rate remains unchanged at 55 cents, when a County-owned vehicle is unavailable. Employees can submit mileage reimbursement requests using a new reformatted form available on the V: drive.

Employees should submit mileage reimbursements on a monthly basis for regular use of their personal vehicle, where permitted, and within five days for any other travel, such as to a training conference.





ON THE MOVE . . .

Compiled by Martha Lewis, Personnel Technician I

New Hires

06/15/09 BEVERLY HAY, Deputy Comptroller, Grade 9, Comptroller's Office

06/29/09 BEN PATTERSON, WWF Plant Operator I, Grade 6, Public Works/Wastewater Facilities

06/29/09 WAYNE RICHARDS, WWF Plant Operator I, Grade 6, Public Works/Wastewater Facilities

Promotion/Transfers

06/01/09 CHRISTINA MILLER, Deed Clerk I, Grade 5, Deeds Office to Secretary, Grade 6, Sheriff's Office

06/01/09 ANGELA WISE, Account Specialist II, Grade 8, Comptroller's Office to Account Specialist III, Grade 9, Finance

Transfers

06/01/09 CYNDI LAIRD, Project Analyst, Grade 12, Public Works/Wastewater Facilities to Funds Analyst, Grade 12, Community Services/Libraries

06/01/09 MARTHA LEWIS, Deed Clerk II, Grade 7, Deeds Office to Personnel Technician I, Grade 7, Administration

06/01/09 MELISSA STANLEY, Planning Technician II, Grade 8, Planning Services/Planning to Tax Clerk III, Grade 8, Tax Office

06/01/09 JESSICA STEELE, Deed Clerk II, Grade 7, Deeds Office, to Account Specialist I, Grade 7, Comptroller's Office

Resignations

06/05/09 KELLY HENSON, Secretary, Grade 6, Sheriff's Office

06/05/09 JOANN KULHANEK, Deputy Comptroller, Grade 9, Comptroller's Office

Retirements

06/30/09 REINHOLD BETSCHEL, Asst. Director of Public Works-Wastewater Facilities, Grade 16, Public Works/Wastewater Facilities

06/30/09 LOU COX, Assessment Supervisor, Grade 14, Assessment Office

06/30/09 JOYCE MELVIN, Receiver of Taxes & County Treasurer, Elected, Tax Office

06/30/09 LINDA PFEIFFER, Computer Systems Specialist, Grade 10, Assessment Office

06/30/09 MERRITT SAVAGE, Planning Supervisor, Grade 13, Planning Services/Planning

06/30/09 CARL SOLBERG, Asst. Director of Community Services-Parks, Grade 14, Community Services/Parks

Milestones

06/02/1999 WILLIAM HALL, Custodian—10 years

06/14/1999 KENNETH ECKARD, Plant Operator III—10 years

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COUNTY BIRTHDAYS

**JULY**

- 01 Roland Carter, Public Works/Facilities Mgmt.
- 01 Angela Wise, Finance
- 03 Kristopher Connelly, Planning Services/Planning
- 05 Wallace Wootten, Public Works/WWF
- 05 Lisa Schlauch, Public Safety/EMS
- 07 Shawn O'Toole, Public Works/WWF
- 07 Lori Short, Planning Services/Insp. & Enforce.
- 11 Lisa Cooper, Tax Office
- 15 David Grygo, Public Safety/Emergency Comm.
- 16 Jeff Outten, Public Safety/Emergency Comm.
- 17 Teresa Carter, Finance
- 19 Michael Harrington, Public Works/WWF
- 23 Charlotte Lindquist, Sheriff's Office
- 23 Scott Tanner, Planning Services/Insp. & Enforce.
- 25 Wayne McCarty, Community Services/Parks
- 25 William Vincent, Public Works/WWF
- 25 Cindy Grygo, Public Safety/EMS
- 26 Marti Stansbury, Planning Services/Insp. & Enf.
- 28 Marvin Parker, Public Works/WWF
- 29 Ruby Farmer, Tax Office
- 31 Stella Padilla, Public Works/WWF
- 31 Anthony Richardson, Public Works/WWF

AUGUST

- 02 Sandy Martin, Community Services/Libraries
- 03 Ronald Harrington, Public Works/WWF
- 04 Cynthia Laird, Community Services/Libraries
- 04 Matthew Buker, Public Safety/EMS
- 07 Darin Jones, Community Services/Parks
- 08 Donna Barnes, Administration-IT
- 10 Cathleen McLean, Administration-Personnel
- 11 Jerry Johnston, Public Works/Engineering
- 12 David Whitney, Public Works/WWF
- 13 Mary Eisenbrey, Assessment Office
- 13 Pat Uhey, Wills Office
- 17 Melissa Stanley, Tax Office
- 19 Mike Clarke, Public Safety/EMS
- 19 Scott Vautard, Planning Services/Insp. & Enf.
- 21 Mike Weyant, Planning Services/Insp. & Enf.
- 22 Diana Golt, Public Works/Engineering
- 23 Sherry Barker, Public Works/Engineering
- 24 Angel Short, Community Services
- 24 Jason MacDonald, Public Safety/EMS
- 24 Ruth Ann Jones, Planning Services/Insp. & Enf.
- 26 James Nunes, Public Works/WWF
- 27 Debbie Elders, Finance
- 28 Robert Probst, Community Services/Recreation

Ennis selected for vacant NACo board seat

By Bret Scott, Public Information Officer

Levy Court Commissioner RICHARD E. ENNIS was recently selected by the Delaware Association of Counties (DAC) to serve on the National Association Counties (NACo) Board of Directors.



Commissioner Ennis will represent the DAC and Kent County at the NACo annual conference in Nashville, Tennessee July 23-29th. Commissioner Ennis fills the spot vacated by Commissioner BRADLEY S. EABY.

“I am pleased to be representing Kent County and the Delaware Association of Counties as a board member,” said Commissioner Ennis. “In order for us to have a voice in Washington it is critical that we remain active. That’s what I hope to do.”

NACo’s Board of Directors are elected and appointed county officials from active member counties or designated officials, and are nominated at the Annual Conference to serve on the board. Commissioner Ennis is one of 125 members to serve on the board.

Board responsibilities include: supervising, managing, and controlling the business and property of the association; determining NACo’s mission as identified by the members; monitor NACo’s success in fulfilling its mission; ensure that NACo will be able to continue to fulfill its mission.

Board meetings are usually held in March during the annual Legislative Conference in Washington, D.C., during the Western Interstate Region Conference, at the annual NACo conference, and the fall.

In Memoriam

HAZEL M. CLENDANIEL, a Kent county retiree, passed away on June 16, 2009. Hazel began her County employment on August 1, 1952 and retired on January 5, 1981 after 28 years of dedicated service with the Kent County Sheriff’s Office. She was a Clerk Typist. Hazel is the mother of recent retiree, JANET LLOYD, Recorder of Deeds Office. She will be sadly missed.

HIGHER LIFE INS. DEDUCTIONS MAY RESULT FROM AGE

By Allan Kujala, Personnel Director

In a normal year, July 1st would mean higher optional life insurance deductions due to higher pay rates, but in FY2010 with the economic downturn, most employees will not get raises and therefore will not see a change in the deduction unless a certain birthday occurred during Fiscal Year 2009.

The County provides basic life insurance coverage free of charge to employees equal to one time the employee’s annual salary rounded up to the next \$1,000. This benefit is provided through CIGNA Insurance Co. Employees are also eligible to purchase optional supplemental life insurance during open enrollment through CIGNA and payroll deduction.

The insurance coverage also allows employees to enroll spouses for term life insurance coverage up to \$50,000, with a guaranteed issue of \$10,000 at the employee’s age rate. Children can also be covered with \$10,000 of guaranteed coverage for a flat \$2 per month.

Employees retiring from active service are also provided life insurance coverage valued at \$5,000 at no cost valued to the retiree.

Employees turning 30, 35, 40, 45, 50, 55, 60, 65 or 70 before July 1, 2009 go up to the next age bracket rate. Those with birthdays after July 1, get the rest of the fiscal year at the old rate.

The following chart, which is unchanged from FY2009, can be used to calculate the new monthly premium by multiplying the level of coverage (½, 1, 2 or 3) with annual salary, rounding up to the nearest \$1,000, dividing by 1,000 and multiplying by the age rate:

FY2010 Supplemental Life Insurance Rates-CIGNA

AGE	<30	30-34	35-39	40-44	45-49
Rate	\$0.07	\$0.09	\$0.11	\$0.17	\$0.26
AGE	50-54	55-59	60-64	65-69	70+
Rate	\$0.42	\$0.67	\$0.87	\$1.47	\$2.21

For more information about supplemental life insurance and other County benefits contact the Personnel Office at 744-2310.

FROM THE STACKS



Reviewed by Sandy Martin, Library Technician

AT RISK

By Judith French

Judith French is a local author who lives west of Wyoming, Delaware. She lives with her husband, two Siamese cats, and a Norwegian Elkhound. She is the author of more than twenty books.

This book, "At Risk", is a totally different genre than she usually writes. She is mostly known for her romance novels but this novel is about a serial killer and it takes place in and around Dover, Smyrna, Port Mahan and Atlantic Books are all mentioned, as well as other areas we all live in.

The book centers around the murders of three women by one deranged man. There are all the factors that make this a great read. A huge farmhouse out in the middle of nowhere, the Delaware Bay, local areas that are weaved in and out of this tale.

"At Risk" is so compelling and suspenseful you can't put it down once you start. A killer stalks a small town. All across it, women are dying; a student, a nurse, a housewife. His next chosen target is a professor, named Liz, at a college in Dover. Weaving a carefully crafted web of terror around Liz, the Game Master keeps the tension level high.

I found the community entirely believable and was amused more than once over the similarities of my own small town I grew up in. If you are from this area or even if you're a transplant, like me, you will enjoy reading this book. Not only is it a suspenseful, "whodunit", but it takes place in all the places we know, street names, town names, store names are all familiar to you. It's a fun book from a local author, but it is also a great read and well written. **3202**



ON THE MOVE...

(Milestones continued from Page 4)

06/01/2004 GALE MAAS, Clerk—5 years

06/18/2004 FRANCES MOORE, Deputy Clerk of the Peace—5 years

06/18/2004 LORETTA WOOTTEN, Clerk of the Peace—5 years

Recipe of the Month

By Yvonne Messina, Personnel Technician I

Dilled-Artichoke Potato Salad

Prep time 40 min. chill time 4 hrs.

3 pounds tiny new potatoes
1 cup mayonnaise or salad dressing
2 Tablespoons red wine vinegar
2 Tablespoons Dijon-style mustard
1 Tablespoon lemon-pepper seasoning
1 Tablespoon snipped fresh dill or 2 to 3 teaspoons dried dillweed, crushed
4 hard-cooked eggs, peeled and chopped
2 6 ounce jars marinated artichoke hearts, drained and sliced
¾ cup chopped onion
2 Tablespoons chopped dill pickles

Scrub potatoes with a vegetable brush under running water. In Dutch oven cook unpeeled potatoes, covered, in boiling lightly salted water about 20 minutes or just until tender. Drain. Cool potatoes; cut into bite-size pieces. In a very large bowl stir together mayonnaise or salad dressing, vinegar, mustard, lemon-pepper seasoning and dill. Gently fold in cooked potatoes, eggs, artichoke hearts, onion and pickle. Cover and chill 4 to 24 hours. Stir gently before serving. Makes 16 side-dish servings.

Make-Ahead Tip: Cover and chill salad up to 24 hours before serving.

Nutrition Facts

Calories 224, Total Fat (g) 14, Cholesterol (mg) 61, Sodium (mg) 572, Carbohydrate (g) 22, Fiber (g) 1, Vitamin C (DV%) 27, Iron (DV%) 13, Percent Daily Values are based on a 2,000 calorie diet.

Recipe found on www.bhg.com

Discount Movie Tickets

Discount movie tickets to Dover Mall's Carmike Theaters are available for sale in the Personnel Office.

The discount tickets now cost \$7.00 each, but they can be used for any movie on any day or time except 3-D and special engagement films.

Discount movie tickets is another great benefit for Kent County employees!



Learn how to hone your listening skills at July training

By Yvonne Messina, Personnel Technician I

Are you really listening, or just hearing? There's a big difference. Listeners understand a speaker and internalize what is being said. Those who merely hear often experience misunderstanding and frustration. They just don't get it.

Plan to attend the next employee development session to learn to actively listen so you get more from conversations, meetings, and presentations. Learn powerful techniques to increase your ability to listen at home and at work. Understand and retain what you hear and you'll be able to resolve problems more easily, gain cooperation, and promote trust and understanding.

"Listen Up!" will be the topic of July's employee development session, which will be held Tuesday, July 21, at 9:00 a.m. in room 220 A/B in the Kent County Administrative Complex.

To sign up for this session, contact the Personnel Office at 744-2312. If you initially forget to sign up and wish to attend, or discover that you will be able to attend on the day of the training session, simply show up and sign in. If you are interested in attending a session, please remember that there will not be an afternoon session to attend should you forget to attend the morning session.

Employees who attended the June session regarding how to manage stress were EVELYN JOPP and GALE MAAS.

High Praise

Give a Gold Star to NANCY THOMPSON, Wills Office, for a constituent comment card praising her "being very kind, pleasant and courteous" when she visited the office and being "extremely competent" when answering questions. *Way to go!!*

Lightening strikes peak during summer months

By Lt. David Mick, EMS Special Operations Supervisor

Summer is the peak time of the year for lightning strikes and lightning fires. However, lightning does occur year round. It's important to be prepared for this dangerous weather phenomenon.



Safety tips

Outdoor safety

- If you can hear thunder, you are within striking distance of lightning. Seek shelter immediately inside a house, large building, or a hard-topped vehicle. Avoid shelter under tall trees. There is no place outside that is safe during a thunderstorm. Wait at least 30 minutes after the last thunder before leaving your shelter.
- Stay away from windows and doors.
- If you are in or on open water, go to land and seek shelter immediately.
- If you feel your hair stand on end, indicating that lightning is about to strike, squat low to the ground on the balls of your feet. Place your hands over your ears and your head between your knees. Make yourself the smallest target possible and minimize your contact with the ground. Do not lie flat on the ground. This is a last resort when a building or hard-topped vehicle is not available.
- If a person is struck by lightning, call 9-1-1 and get medical care immediately. Lightning strike victims carry no electrical charge; attend to them immediately. Check their breathing, heartbeat, and pulse. CPR may be needed.

Indoor safety

- Unplug appliances and other electrical items, such as computers, and turn off air conditioners. If you are unable to unplug them, turn them off.
- Stay off corded phones, computers, and other electronic equipment that put you in direct contact with electricity or plumbing. Avoid washing your hands, bathing, doing laundry, or washing dishes.

EMPLOYEE COUNCIL NEWS



By Michele Lapinski, Employee Council Secretary

It was great to see so many employees come out to enjoy all the great food and fellowship at the Employee Appreciation picnic. Though we see each other every day, it's always nice to have some time just to chat and socialize away from our desks.

As always, we would like to thank the Levy Court Commissioners for their continued funding of this fun, annual event. On behalf of our fellow employees, please allow us to express our appreciation. In today's busy corporate environment, it's not often that employees have the opportunity to "hang out" with their bosses in a nice, relaxed atmosphere.

We would also like to extend our thanks to the Facilities Management staff, the Parks & Recreation staff, and everyone who helped set up, man the grill and clean up afterwards.

With the heat of summer just around the corner, what better way to cool off than with a bowl of ice cream. The Employee Council will be holding a **Make-Your-Own-Sundae sale** on **Wednesday, July 15** from **2:00 - 3:00 p.m.** Build your ultimate ice cream creation from a variety of toppings for just \$2.00.



The bi-monthly 50/50 raffles continue to be a big hit with growing jackpots. Your next chances to win are July 10 and July 24. Email reminders will be sent out beforehand.

Your Employee Council: President BRENT MOLLOHAN; Vice-President LORI SHORT; Treasurer YVONNE MESSINA, Secretary MICHELE LAPINSKI, members KIMM DIXON, PAT ORONA, and AUDREY STANFORD. **2097** **3285** **4890**

Fiscal Year 2010 kicks off

(Continued from Page 1)

The FY2010 budget also incorporates a \$2.1 million pension fund contribution, a \$630,000 post-retirement benefits fund contribution, as well as operating cost increases for fuel and utilities.

The just concluded State Legislative session and adopted State budget will require the County to assume full responsibility for dog control and licensing effective January 1, 2010 and eliminates State funding for paramedic recertification costs.

Tech Talk



Crooks target ATM PINs

By Kevin Curtis, Programmer I

"SKULDUGGERY," says Andrew Henwood, "is a very good word to describe what this extremely advanced, cleverly written malware gets up to. We've never seen anything like it."

What he has discovered is a devious piece of criminal coding that has been quietly at work in a clutch of cash machines at banks in Russia and Ukraine. It allows a gang member to walk up to an ATM, insert a "trigger" card, and use the machine's receipt printer to produce a list of all the debit card numbers used that day, including their start and expiry dates - and their PINs. Everything needed, in fact, to clone those cards and start emptying bank accounts. In some cases, the malicious software even allows the criminal to eject the machine's banknote storage cassette into the street.

The software is the latest move in a security arms race after banks and consumers got wise to the fitting of fake fascias onto ATMs. These fascias have been criminals' main way of using ATMs to get the details they need to clone cards. They contain a camera to spy on PINs being entered on the keypad, and a card reader to skim data from the card's magnetic stripe. It's big business: across Europe, losses due to such [fraud grew by 11 percent](#) to €484 million in 2008, according to the [European ATM Security Team](#), funded by the European Union and based in Edinburgh, UK.

Banks responded by investing in anti-skimming technology - which can detect a fake fascia overlay and disable the ATM. So crooks are developing new tricks, which are being uncovered by Henwood and his colleagues at SpiderLabs, a computer [forensics](#) research centre in London.

Part of Trustwave, a computer security firm based in Chicago and London, SpiderLabs was [hired](#) by a banking group from eastern Europe, after the group discovered heightened levels of card cloning and strange ATM behavior across its branches in Russia and Ukraine.

After months poring over the Windows-based software in the bank's ATMs, Henwood and his team were astonished. They found a 50-kilobyte piece of malware disguised as a legitimate Windows program called lsass.exe. In a PC, this helps the Microsoft operating system cache session data - so users don't

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Have a heart! Walk for your health and research for others

By Kathy Phinney, Senior Secretary &
Yvonne Messina, Personnel Technician I

Mark your calendars for the 18th Annual American Heart Association Heart Walk. This year's event will be September 19, again at Mirror Lake in Dover.



This will be Kent County's sixth year of participation and we need walkers to get sponsorships. See KATHY PHINNEY or YVONNE MESSINA

to sign up. Don't forget to recruit friends and family also.

If it's too hard to ask for pledges, just come out and walk with us. It's early in the morning, a short walk to get your day started; it takes about 1 to 1 ½ hours to do the walk. Then you have the rest of the day to do what ever you would like. You will be surprised at how good you'll feel! Next year you will be glad to ask for donations. **All money raised goes toward heart disease research, education for prevention and treatment, and community service programs.**

Last year Kent County employees raised over \$1,100 and would like to exceed that total this year.

Help us fight Heart Disease!! Be a part of the Kent County Levy Court Team by calling KATHY PHINNEY at 744-2305 or YVONNE MESSINA at 744-2312 to sign up.

High Praise

High Five to KEVIN CURTIS, Information Technology Office, for a County co-worker e-mail praising him for his computer skills in locating desired information, and setting up a program to secure updated data whenever needed. *Sweeeeet!*

Kudos to JOE O'CONNELL, Inspections & Enforcement Division, for a Constituent Comment Card praising him for being "a pleasure to deal with in every way possible. He is a positive and very knowledgeable person and a great asset to Kent County." *Simply great customer service!!!*

Property & casualty insurance experience some adjustments

By Allan Kujala, Personnel Director

It's a good thing the County's property and casualty program is only bid out every three years, because the process proves itself extremely complicated each and every time.

Thankfully, the County uses professional consultants (Insurance Buyers Council, Inc.) to review the bids and coverages to help the Levy Court make the "right" decision.



At the last business meeting of the fiscal year (FY2009) with just a week to go until the County's insurance program lapsed, the Levy Court felt the pressure to make the right choices as one bidder covered a potential risk and another did not, or one bidder would offer a more comprehensive plan but only if it was packaged with another more expensive coverage or one with more restrictive provisions.

In the end the marketplace proved competitive as the County saved about \$23,000 compared to the previous year. Specifically, the Levy Court approved a package offered by Pratt Insurance for property insurances (building loss or damage due to fire, weather, etc.) with a \$10,000 deductible for an annual premium of \$113,802. Pratt also won General Liability coverage including medical professional, employee benefits, etc., for an annual premium of \$63,629, Auto Liability for \$68,326 with a \$1,000 deductible, Law Enforcement Liability for \$1,937 with a \$1,000 deductible, Crime coverage for theft of funds for \$5,326, and Umbrella Excess Liability for \$39,730.

With the number of legal challenges filed against the County in recent years, it was more difficult to secure Public Officials Liability this time, but through the fledgling Delaware Founders Insurance Trust, the Levy Court approved WillisHRH, Inc. for Public Officials Liability for \$136,580.50 with a doubled retention of \$50,000 and including Employment Practices Liability (\$3M limit), package required Law Enforcement Liability for \$7,971, and Workers Compensation coverage for \$225,920.

Total annual estimated premium for property and liability insurance coverage is \$673,110.

State Legislature eyes County bills

(Continued from Page 3)

recording of plats to be handled administratively by signature of the Planning Director and County Administrator. Bill passed the House and Senate.

HB 231 – Bill would require employers to grant up 16 hours of unpaid leave for parents wishing to attend school related activities if those activities occurred during working hours. Bill is assigned to the House Education Committee.

HB 233 – Bill shifts the responsibilities of dog licensing and dog control from the State to the Counties. Bill passed the House and Senate.

HB 294 – Enabling legislation would allow Kent County to eliminate the Receiver of Taxes and Comptroller. Bill was introduced on June 30 and will be worked when the General Assembly convenes in January.

Senate Bill 59 – Requires the updating of Building Codes to ensure energy efficiency in buildings and homes. This legislation was a stimulus funding bill required for Delaware to receive its share of stimulus money. Bill passed the House and Senate.

Senate Bill 77 – Enabling legislation that would provide for the Class C recordings of Manufactured Homes as Real Estate provided the Levy Court passes an ordinance providing for such recordings. Bill passed the House and Senate.

Senate Bill 132 – Legislation would provide for review of land use ordinances by the Office of State Planning prior to approval or adoption by county or municipal government if they affect zoning issues of major subdivisions. Bill was heard in Senate and Community Affairs Committee and is currently on the Senate ready list and can be worked in January.

Senate Bill 143 – Provides property tax exemption for Ministry of Caring and Sacred Heart Housing, Inc and the Greater Dover Foundation. Bill passed the Senate and House.

Senate Bill 160 – Bill provides for a state-wide uniformed plumbing Code and ensures adoption and enforcement of code among counties and municipalities. Bill passed both the Senate and House.

For more information about the status of bills considered by the Delaware General Assembly this session go to www.legis.delaware.gov.

Join the fun & win a trip by giving to Summer Blood Drive

The competition is heating up in Blood Bank of Delmarva's 7th annual Summer Blood Challenge, and we need everyone to participate. If you haven't already, head over to the local Blood Bank do-



nor center or mobile location to become a member and donate blood! Be sure to fill out a Hero Card so Kent County can earn points.

Every day across Delmarva, more than 350 blood donors are needed to maintain the local blood supply. By participating in the Summer Blood Challenge, Kent County is helping the Blood Bank avoid serious blood shortages that have hit other areas of the country. Typically, during the summer months, fewer donors are available because of vacations and other summer activities.

Between May 26 and September 5, you can help us earn points in the Challenge! AND, you will be earning chances to win great prizes, including one of four \$50 VISA gift cards awarded weekly throughout the Challenge, a \$500 VISA gift card, and an all-inclusive dream vacation for two to Edenh Real Arena & Resort in Punta Cana! **7520** **8076**

Tickets At Work Program available

Kent County employees now have the opportunity to purchase discounted tickets through TicketsAtWork Corporate Benefits Program. There are over 200 offers available for shows, sporting events, movie tickets, hotels, car rentals, theme parks and other attractions.

Just log on to www.ticketsatwork.com using the Kent County company code "KENT" to see a complete list of exclusive discounts and offers. It's easy to order online or you may call their toll free customer service line 1-800-331-6483. Discount tickets can also be purchased directly from the TicketsAtWork office in Orlando, Florida which is open 7 days a week.

Plan to have some fun this summer with Parks & Recreation

Compiled by Martha Lewis, Personnel Technician I

If you're looking for some family activities this summer, just look in the Kent County Parks and Recreation brochure. Take a glance at some of the programs offered for the Summer of 2009.



Several youth camps are being offered this summer including Junior Tennis Camp, Junior Half Day Golf

Camp, Youth Golf Camp, Junior Elite Golf Camp, Animals As Friends Camp, Rippin' Rope Lacrosse Camp, Rider Education and Horsemanship Camp, Nature Camp, Princess Dance Camp and **new this summer**, Miniature Horse Camp. We can't forget about the Summer Day Camps being offered at Postlethwait Middle in Rising Sun and W.B. Simpson Elementary in Camden.

Just see what other **recreational opportunities** are available this summer:

The popular NEW YORK CITY (MIDTOWN MANHATTAN) trips continue. Trips are scheduled for July 15, 25, August 12 and 22. These fill up fast! Don't wait!

PARENT/TOT GYMNASTICS –Ages 18 months – 36 months, Saturdays, 8:30 – 9:15 a.m. for 4 weeks beginning July 11 – August 1, Tudor Industrial Park, Dover. The initial focus is on having fun with exercise and developing confidence.

PRESCHOOL GYMNASTICS –Ages 3 – 5, Saturdays, 9:15 – 10:00 a.m. for 4 weeks beginning July 11 – August 1, Tudor Industrial Park, Dover. This is a great introduction to gymnastics for new gymnast. They offer a large observation deck that is never closed to parents.

CHEERTUMBLE – Girls, Ages 11 – 18, Thursday evenings 6:30 – 7:30 pm for 4 weeks beginning July 2 – July 23 at Tudor Industrial Park, Dover. This class is geared toward cheerleaders looking to increase strength, power, flexibility and agility.

YOUTH BEGINNER SWIMMING – Ages 7 – 12, Saturdays 9:00 – 10:00 a.m. for 4 weeks beginning July 11 – August 1, Maple Dale Country Club
(Continued on Page 13)

Welcome to Levy Court!



Name: BEN PATTERSON



Job: Plant Operator I

Date Hired: June 29, 2009

Education: High school diploma;
Associate of Arts Degree

What I like most about my new job: The flex week ends

Greatest accomplishment: author of seven books

Greatest challenges or obstacles: to raise my eight children

Future goals: To be on the *New York Times* best sellers list (books)

Person/event that most inspired me in my career: Candy Abbott (author) Jesus Christ

If I had it to do over, I would have done this differently: I would have invested more and spent less

I'm most relaxed and happy when I'm doing this: writing

Family: Wife Ramona, Children ages 1-19

Favorite sport: Dinner

Favorite meal: Food

Favorite music: Contemporary Christian

Who has had the most impact on my life: Jesus Christ

The most adventurous thing I've ever done: Marry

Three words that describe me: Husband, father and Christian

Prescription co-pays increase

By Allan Kujala, Personnel Director

Employees and retirees pay a higher prescription copayment effective July 1, 2009 for brand name and non-formulary drugs.

Generic drugs purchased at a pharmacy remain \$10 for a 30-day supply, while brand name drugs increased from \$15 to \$25 and non-formulary drugs increased from \$35 to \$50.

Copayments for mail ordered prescriptions for 90-day supplies through Walgreen's doubled from one time the 30-day rate to two times. Mail ordered generics cost \$20, brand name costs \$50, and non-formulary drugs are \$100 for 90-days supplies.

MARK YOUR CALENDAR



July 1, 2009 - First day of new fiscal year. All budgetary changes become effective.

July 1, 2009 - Blood Pressure Checks at the Wastewater Facility from 2:00-4:00 p.m.

July 3, 2009 - Independence Day holiday. County offices are closed. *Happy July 4th!*

July 8, 2009 - Blood Pressure Checks at the Library at 9:00 am. Kent County Administrative Complex Room 257, 9:30-11:30 a.m.

July 8, 2009 - L&W Insurance rep. available to answer health insurance questions from 1:00-2:00 p.m., Administrative Complex, Room 213.

July 10, 2009 - WSFS representative available from 8:00 a.m. to 9:00 a.m. in the Rotunda to discuss Bank at Work options and other preferred banking services.

July 21, 2009 - Staff Development Session on Listening Skills will be held at 9:00 a.m. in Room 220 A/B in the Administrative Complex.

July 24, 2009 - Del-One Representative available from 8:00 a.m. to 9:00 a.m. in the Rotunda to discuss Free Interest Checking and other preferred banking services. **2655** **4923** **1244**

New Fiscal Year

(Continued from Page 3)

Transfer a staff member to another department.

Public Safety Department (68/71)—

Reduce funding for Paramedic Trainees from three to one; Keep retired Asst. Director for Emergency Management position vacant; Promote to fill retired Asst. Director-Emergency Communications position and then hire vacant dispatcher position from eligibility list.

Public Works Department (74/76)—

Eliminate vacant Custodian position; No funding for two vacant positions; Reclassify four Foreman positions to two Supervisor positions and reassign remaining staff; Contract out retiring Wastewater Facilities Division Manager position; Transfer a staff member to another department; Establish Biosolids Technician career ladder.

Row Offices (35/41)—

Transfer three staff members in Deeds Office to other departments/offices and keep three other positions vacant.

Tech Talk

(Continued from Page 8)

have to re-enter their passwords every time they get a new email, for example.

This is a clever choice of camouflage, says SpiderLabs' forensics manager Stephen Venter: to an IT staffer, lsass.exe doesn't look out of place in a Windows system, so routine checks wouldn't necessarily pick it up. Yet it has no useful function in an ATM.

Once installed, the malware implements a "card data harvesting" routine, SpiderLabs said in an [alert to banks](#) issued at the end of May. When a customer inserts their card, the malware records to hard disc its account number, start date, expiry date and three-digit security code, as well as the PIN entered.

"That PIN data gets encrypted when it is transmitted through to the bank," explains Henwood, "but inside the machine it's in the clear. So this little bugger just sits there stealing all the card data."

Inside the ATM the PIN is unencrypted.

Equally ingenious is how the crooks harvest their stolen data - by using the ATM's receipt printer. Inserting a trigger card into the machine's slot causes the malware to launch a small window on the screen, with a variety of options. The first is to print out a list of all recently used cards. The data on the printout is encrypted, so [crime](#) bosses could enlist low-level accomplices to visit ATMs to retrieve the printouts, safe in the knowledge that they cannot use the data to clone cards themselves.

Another option on the menu even lets criminals with extended "access privileges" eject the cash cassette, although this only works with older, front-loading ATMs.

The hardest bit for the criminals is installing the malware in the first place, as it requires physical access to the machine. That most likely means an inside [job](#) within a bank, or using bribes or threats to encourage shop staff to provide access to a standalone ATM in a shop or mall.

News of the card-data harvester has shocked banks and security analysts. "My reaction to this was: how the hell did they get that software in there?" says Lachlan Gunn, head of EAST. "It must involve insiders." Colin Whittaker, head of security at the UK's Association for Payment Clearing Services (APACs), agrees: "The level's they have gone to corrupt ATM engineers and install this software is just incredible." SpiderLabs' analysts studied lsass.exe malware on 20 ATMs. They found multiple variants, and warn that it is almost certainly programmed to evolve further.

One big concern is that it will become net-

(Continued on Page 14)

Welcome to Levy Court!



Name: BEVERLY J. HAY



Job: Deputy Comptroller
Date Hired: June 15, 2009
Education: High school diploma; some college
What I like most about my new job: The challenges and everyone has been nice
Greatest accomplishment: Married 27 years
Future goals: To retire happy and healthy

If I had it to do over, I would have done this differently: Gone to college

I'm most relaxed and happy when I'm doing this: reading or relaxing

Family: Husband Terry, Son Kevin, and 2 grandchildren

Most recent movie enjoyed: Deja vu

Favorite TV shows: Grey's Anatomy

Favorite sport: Nascar

Favorite meal: Baked Zita

Favorite music: Country

Favorite saying or slogan: What goes around, comes around

Who has had the most impact on my life: My Grandmother

A dream I have is to: RV traveling when I retire

If I won a million dollars I would: Pay off bills and buy an RV and travel

Three words that describe me: Friendly, helpful and compassionate

Plan to have some fun

(Continued from Page 11)

Pool, Dover. Participants will be taught various swimming techniques.

BEGINNER AND ADVANCED HAND CROCHET OR KNITTING ages 13 and up at Kent County Administrative Complex, Conference Room 126A on Tuesdays 6 – 8 pm beginning July 14 for 3 weeks. This class will teach the basic fundamentals of hand crochet and hand knitting to beginners.

For more information stop by the Parks and Recreation Office in the Administrative Complex or call 744-2495.

Welcome to Levy Court!



Name: B. WAYNE RICHARDS



Job: Plant Operator I
Date Hired: June 29, 2009
Education: High school diploma; Associates Degree in Electrical Engineering
What I like most about my new job: Don't have to stand in one place
Greatest accomplishment: Built my own home
Greatest challenges or obstacles: Finding time to do things

Future goals: To retire in comfort

Person/event that most inspired me in my career: Father

If I had it to do over, I would have done this differently: Started investing in Real Estate

I'm most relaxed and happy when I'm doing this: Hiking in the mountains

Family: Significant other, Mary Thomas; no children

Most recent movie enjoyed: Armageddon

Favorite TV shows: Survivor

Favorite sport: Billards

Favorite meal: Lobster

Favorite music: Classic Rock

Favorite saying or slogan: You Bet

Who has had the most impact on my life: My Father

A dream I have is to: own a waterfront Home

If I won a million dollars I would: Relax, travel and enjoy life

You'd be surprised to learn that I: snow ski

The most adventurous thing I've ever done: The luge at the Olympic Training Center

Three words that describe me: Quite, Friendly, and honest

2009 GRADUATION ACCOLADES

Dinara Aliyeva, whose American parents are retirees LEROY and SOPHIE DEAR, graduated from Lake Forest High School on June 5. She earned the designation of Henlopen Athletic Conference All Academic and was a Delaware Interscholastic Athletic Association (DIAA) Scholar Athlete. Dinara will continue her studies in Azerbaijan.

CAT BOX



By Cathleen McLean, Payroll Administrator

ICMA-RC goes Green

In an effort to help our environment and save paper, ICMA-Retirement Corporation has implemented secure online access and information availability by phone. Contributions you have made to your deferred compensation retirement account with ICMA-RC can be viewed via the Internet at your leisure from your home computer or by phone. In addition, retirees can get an automatic e-mail notification for payments made by direct deposit into their bank accounts. This will prove valuable for current employees making contributions now and looking forward to future withdrawals.

To gain access to your retirement account information by computer go to the website www.icmarc.org. You will have to request an Initial Password using your plan number which is #302223 for Kent County, your social security number, date of birth and zip code. Optionally it will request an e-mail address. The e-mail address is kept secure and is a good source for receiving information and updates from ICMA-RC. Once this is set up, you can get to the following areas in the ICMA-RC website: **1.** Messages, **2.** My Account, **3.** Transaction, **4.** Investments, **5.** Reports, **6.** Planning, and **7.** Charts. Each of these areas will have information that is unique to either your account or the Kent County Plan.

The Telephone access is available by calling the Vantage Line at 1-800-669-7400. You will need your social security number and pin (which initially is the last four of you social security number.) The first time you access the system, it will prompt you to setup a new pin. From this source you can access: **1.** Review Account Information, **2.** Make Account Changes, **3.** Hear Share price and Performance, **4.** Review General Information, **5.** Make Pin, Address Changes, **6.** Tips, and **0.** Contact an investor Services Representative.

We have a printout in the Personnel Office that gives you a full breakdown of these options called Guide to Using Account Access.

For a copy or more information about setting up a deferred compensation account through ICMA-RC, just stop by the Personnel Office or call with any further questions to 744-2387.



County Administrator Michael Petit de Mange (left) and Levy Court President P. Brooks Banta (right) recently presented Facilities Management Division Manager M. Richard "Dick" MacDonald with a Certificate of Appreciation from the Delaware Founder's Insurance Trust in recognition of his perfect attendance at DFIT Safety Committee meetings. MacDonald serves as Vice-Chair of the Committee.

Tech Talk

(Continued from Page 12)

work capable - able to spread from machine to machine over the closed networks used by banks.

The discovery of the malware is likely to force banks to change their approach to ATM security. Past efforts have focused on developing "high-end security engineering" to authenticate customers' identities, says Whittaker. "We haven't perhaps given the ATMs' physical infrastructure much attention."

The malware is hidden in various Windows utilities, so it is unlikely to be caught by virus checkers. But banks will almost certainly introduce strong audit trails for the staff and engineers who have physical access to the guts of ATMs, for example, and block any USB connections to the ATM computers, so external pen drives cannot be connected to upload malware.

They need to move fast; SpiderLabs expects the technology to spread from eastern Europe to the US and Asia. European countries using chip-and-PIN cards will initially be immune because these ATMs encrypt PINs as they are typed, but it probably won't take hackers long to get around this too. **7157**

Fun Kent County Facts

Recent Kent County retirees JODY COULBOURNE, PENNY GIBBS, and JANET LLOYD graduated from Dover High School together in 1964, worked together in the Deeds Office, and retired together on May 31.

Kent County PIO Bret Scott set to take NACIO helm

Kent County Public Information Officer BRET



SCOTT will assume the presidency of the National Association of County Information Officers (NACIO) during the annual National Association of Counties conference July 23-29 in Nashville Tennessee.

Scott's term will be for two years. In accepting the post, Scott becomes the first person from the State of Delaware to hold

NACIO's top spot.

Scott has been an active member of NACIO since beginning his employment with Kent County in 2001. In addition to serving on the executive board as second and first vice president Scott also served as the Awards of Excellence and Programming Committee chairperson.

"Bret has served the membership of NACIO in various capacities," said current NACIO President Jane LeMaster. "As a result I believe he is well suited to take over as president."

NACIO was founded in 1966. Originally, NACIO's goal was to bring together communications professionals who wanted to share information with other counties across the United States.

Today, NACIO is also dedicated to promoting a better understanding of the functions of county government, and improving the professional capabilities of its members.

As a NACo affiliate, NACIO supports the programs and policies of NACo. NACIO has approximately 200 members employed in the field of public information as writers, photographers, graphic designers, and webmasters.

Congratulations

Congratulations to ANNA ITURRIAGA, Facilities Management, on the birth of her granddaughter Anastashia Isabelle McBride on June 13, 2009. She weighed 7 lbs, 10 ounces and is 20" long. Anastashia's mother is Anna's daughter Christina McBride. Congratulations!

Don't pack your bags until vacation dates approved

By Allan Kujala, Personnel Director

In the rush to take a well deserved vacation during the summer months, don't forget that the timing is at the discretion of the Department Head, so it is wise to plan early and promptly get approval of possible dates.



County employees enjoy a liberal vacation benefit with days off accrued for full time employees in their first through fourth year at a rate of 5.83 hours a month for 35 hour per week employees or 6.67 hours per month for 40 hour per week employees (10 work days per year); fifth through ninth year accrue 8.75 hours per month for 35 hour employees or 10 hours per month for 40 hour employees (15 days annually); 10th through 14th year accrue 10.5 hours per month for 35 hour employees or 12 hours per month for 40 hour employees (18 days annually); 15th through 19th year accrue 12.25 hours per month for 35 hour employees or 14 hours per month for 40 hour employees (21 days annually); 20th through 24th year accrue 14 hours per month for 35 hour employees or 16 hours per month for 40 hour employees (24 days annually).

Employees with 25 or more years accrue 15.75 hours per month for 35 hour employees or 18 hours per month for 40 hour employees (27 days annually).

With the advent of direct deposit, advance payment of accrued vacation has been discontinued.

If an employee is terminated or dies, vacation is paid out for the accrued time. In the event of voluntary resignation, two weeks notice of intention to resign is required in order to be eligible for payment in lieu of vacation.

The vacation year begins on the hire date and employees are permitted to accumulate up to 210 hours of annual leave for 35 per week employees and a maximum of 240 hours of annual leave for 40-hour employees. Exempt employees may accrue up to 480 hours.

For more information about this benefit, please contact the Personnel Office at 744-2310.

SOME ANSWERS TO THOSE NAGGING QUESTIONS

By Allan Kujala, Personnel Director

Q. *I don't know what to do since the Assistant Director in charge of my Division has retired. Who do I report to? Who tells me what to do? Who is in charge?*

A. I understand your frustration with all the changes occurring in the workplace right now. We had nearly 10% of the County staff retire within an extremely short time span, so it is natural to be confused at this point. The good news is the County's organization structure is designed to respond to these staffing gaps. In the absence of a Division Manager, the Department Head steps into the duties. Or he/she may select someone to serve in an "acting" capacity to provide oversight for the Division. In the case of a retiring Department Head, the Division Heads are responsible for keeping activities on track. If that is not an option, the County Administrator will appoint someone to provide departmental leadership.

Q. *When will the department head vacancies be filled? How is that accomplished?*

A. The five department directors and County Administrator are appointed by and serve at the pleasure of the Kent County Levy Court. Typically, the vacancy would be posted, applications reviewed, and interviews conducted. Ultimately the Levy Court would vote to appoint a new Department Director. For the six elected row officers who serve as department heads responsible for supervising staff, the process is significantly different. When a vacancy occurs in an elected row office, the Governor is empowered to appoint a replacement. He or she can make that decision at any time after the vacancy occurs. Until the Governor makes a decision, the staff should continue to perform their normal duties and general supervision will be assigned to someone by the County Administrator during the interim.

Q. *I am a long term retiree and whenever I had a problem with my benefits, my pension, or any thing else like that I have talked to SOPHIE DEAR. Now that she has retired, who do I talk to?*

A. Sophie was indeed an institution in the personnel office as was many of the other employees taking advantage of the retirement incentive. But it was inevitable that she would one day retire and her wealth of knowledge would go with her. As you may know, MARTHA LEWIS was transferred from the

Deeds office and she has assumed responsibility for applicant services. YVONNE MESSINA has moved over to take on many of Sophie's duties dealing with benefits and insurances. Payroll Administrator CAT McLEAN will be handing pretty much anything involving money/pay—including workers compensation. So if you have a pension check problem, she is the person responsible for straightening it out with the pension custodian—Wachovia Bank. While this response by no means covers all the duties performed by Personnel Office staff, I hope you now know your "go to" person when you have an HR related issue.

Q. *I was taken aback by your statements in a newsletter story last month about eliminating two row office positions. Seemed awfully broadly worded and harsh to me.*

A. I agree and the offended and potentially offended parties were promptly apologized to. The statement was written as all encompassing and inclusive rather than simply pointing out the fact the State Law does not require row officers to come to work or have any professional training. Fortunately for us, our row officers do!

Q. *I don't understand why employees continuously park directly in front of the Administrative complex. Those parking spots are supposed to be left available for visitors to the building. I mean, what are these employees thinking? Do you really think the spots would ever be available if employees were allowed to park there?*

A. I sense some frustration in your question. But you are right. Good customer service dictates that customers get the up front and close to the building parking spots. County employees are supposed to park in the employee parking lots located near the school or over by the park area on the north side.

Q. *I was disciplined recently for failing to inform the County that I got a divorce. Why is my personal life a concern of the County?*

A. Health insurance. Your spouse became ineligible for County insurance when the divorce was effective. Remember the County pays 60% of the dependent cost, but none of the cost for COBRA benefits—which extends health/dental benefits to him at his full cost. Also when you get divorced, you probably will want to change your life insurance beneficiary.