

# Kent Connections

A Newsletter Published by Kent County Levy Court for its Employees February 2014

## Employee of the Month: Hilary Welliver

The Kent County department heads have selected HILARY WELLIVER from the Department of Community Services as the February 2014 Employee of the Month.



Hilary has been a Kent County employee since November 2006 and serves as Assistant Director of Community Services – Libraries Division. Her primary duties involve administering the operations of the County library system, including the County Library and the mobile library, preparation of budget requests for State Library Standards funds, managing the library staff and collections, and serving as liaison between the County and other public and private libraries. In addition, she assists the Kent County Library Advisory Committee and represents the County on state-wide library associations.

Hilary became County Librarian in June 2009, and has endeavored since then to expand community outreach and increase the number of library patrons. Her efforts have resulted in a 44 percent increase in County issued library cards, 35 percent increase in circulation, and 26 percent increase in library visits. The outreach efforts have seen significant growth with the extremely popular “Arts in the Parks” programs and the unique Winter Carnival.

According to County Administrator MIKE PETIT de MANGE, “Hilary has worked diligently to raise the stature of the “Friendly Little Library on the Highway” in our community and her success is measured by the increased visits, expanding circulation, and exceptional customer service. She and the staff have made the County Library a popular Kent County destination not only for books and videos, but outstanding community events like the Winter Carnival and performing arts programs, a variety of inspiring special interest programs, and job training. We’re very fortunate to have Hilary as an important member of the Kent County Team.”

Congratulations Hilary on a job well done!

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## Retreat preps Levy Court for FY2015

By Allan Kujala, Personnel Director

On the upside, Commissioners learned at the annual Levy Court Winter Retreat last month that deed recording fees continue to gradually move upward after suffering a dramatic drop off during the national mortgage and financial crisis of 2008-09. More property transfers means an improving housing market and a growing economy, which translates into higher revenues for the County government.

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, Cathleen McLean, Yvonne Messina, or Margo Mangiamelo-Orlando. Or call the Personnel Office at (302) 744-2310.

On the other hand, recent federal actions have slowed bank foreclosures significantly which has impacted Sheriff sale revenues for the County. Even though the projected shortfall in budgeted Sheriff sales is estimated to be \$500,000, the increased deed revenue and other cost containment  
**(Continued on Next Page)**

## Retreat results

*(Continued from Page 1)*

measures are expected to fill the gap to balance the budget by June 30, 2014.

In addition to finances, the day-long strategy session with Commissioners reviewed other departmental achievements and goals for the rest of the year. Unlike five years ago, when the retreat focused on more onerous options to help solve the budget crunch—from proposed furloughs to elimination of dental coverage, the 2014 session maintained a positive tone.

Notwithstanding any unforeseen State actions, the upcoming budget will likely include a pay increase for employees, a slightly higher donation to fire companies, and some movement on major capital projects. Good investment performance is expected to slightly reduce the pension fund contribution in the upcoming year, but workers compensation insurance costs are expected to increase another 14 percent.

In Public Safety, staff reported on a proposal from Sussex County to withdraw its paramedic service from the Milford area. While State regulations ultimately dictate where paramedic services are offered (Kent County covers southern New Castle County), the possible expansion of Kent County into the area would be costly and could have an adverse impact on paramedic skill sets due to low utilization rates.

In Public Works, Commissioners were updated on various septic remediation projects and ongoing planning for additional nutrient removal and capacity expansion at the wastewater treatment facility. The County Engineer also informed the Commissioners of a DNREC effort to establish a revenue source (tax or fee) to generate funds to pay for sewer, water and stormwater projects in the state. He also reminded them that the garbage collection contract expires in May 2014.

In Planning Services, the Director reported slight increases

in the number of permits issued. Planning staff expects to launch stormwater management districts and fee collection services in 2015. Commissioners also heard about federal mandates to update flood mitigation requirements in the building code.

In Community Services, staff reported on State plans to extend the St. Jones Greenway along Route 10 across the St. Jones River to the Hunn Conservation Area, which would require the County to complete Hunn's interior trail system. Commissioners also heard from EDiS Inc. about the proposed field house project to be built in conjunction with the Boys & Girls Club on the Kesselring Farm on New Burton Road in Dover. Pending contract negotiations, the project manager pledged to keep costs contained and work closely with the Club's contractor.

In Administration, the County Administrator won Levy Court endorsement for a debt limit policy and community project contribution process. I.T. staff is working to convert e-mail to Outlook and upgrade the CAMA system.



**The 2014 Kent County Profile featuring information about positive trends and happenings from successful business owners in Kent County was unveiled last month. The profile is a widely accepted and successful business development tool according to Kent County Economic Development Director Jim Waddington (pictured). The unveiling was jointly sponsored by Kent Economic Partnership and the Delaware State News.**

# It's a contest—5 file for Employee Council

By Allan Kujala, Personnel Director

Interest is high this year in the annual Employee Council election with five candidates filing to seek one of the three available posts.

employees can vote for a maximum of three candidates, only two employees from each department are permitted to serve. The County departments are Administration, Community Services,

Finance, Planning Services, Public Safety, Public Works, and each one of the five row offices.

The three eligible candidates receiving the most votes will serve for two-years, and if a vacancy should occur before the next election, the eligible candidate with the next highest number of votes will automatically

take the vacant position. Any ties will be resolved by a random drawing.

The newly elected Employee Council members will take office in March and join BEVERLY HAY, Account Specialist II in the Comptroller's Office, DANIELLE LAMBORN, GIS Specialist in the Planning Services Department, PAT ORONA, Deeds Clerk II in the Recorder of Deeds office, and DAVID WHITNEY, Projects & Training Coordinator in the Public Works Department.

In addition to organizing and hosting the annual Employee Picnic, the Employee Holiday Social, and the Holiday Luncheon, as well as selecting the Employee of the Year, the Employee Council regularly provides input to the County Administrator and Personnel Director on employee-related issues.



The five candidates include: MARGO MANGIAMELE-ORLANDO, RICHARD SCHLAUCH, KATHY SKINNER, MARTI STANSBURY, and NANCY THOMPSON. Nominations closed January 31 and ballots will be distributed to all "classified" employees on February 3 by respective payroll coordinators or office secretaries.

Employees must deposit the completed ballot in one of five ballot boxes located in the mail room at the Kent County Administrative Complex, the mail room at the Emergency Services Building, the secretary's desk at the wastewater treatment facility, the County Librarian's office at the County Library, or the Parks Maintenance Supervisor's office at Brecknock Park by Friday, February 14 at 4:00 p.m. The official tally of votes will occur promptly thereafter.

While all classified employees are eligible to run for Employee Council and all classified

**High Praise** 🏆

Give A Gold Star to DIANNE RAGER, Deputy Register of Wills, for a constituent comment card thanking her for being "so nice to me in helping me with a short form/small estate affidavit for my aunt. She was incredible! She answered all my questions..." *Way to go!*

Thanks to SABRINA FITE, GIS Specialist, for a constituent comment card describing her as "very patient...with a smile and a great attitude. She is a great asset to your department." *Above & Beyond!*

**High Praise** 🏆

High Five to DIRK YODER, Paramedic II, and CHUCK HURD, recently retired Paramedic II, for a hand written card from a grateful patient thanking them for their care and efforts during a family's time of need. *Outstanding!!*

Kudos to KRIS CONNELLY, Planning Supervisor, and JOHN SCHULTIES, Buildings Codes Inspector III, for a constituent comment card praising both for being "very helpful. Couldn't do enough for us." *Now that's great service!!!*



KENT COUNTY STAFF ON THE MOVE...

New Hires



JUSTIN L. CONRAD
Paramedic I
Grade 10
Department of Public Safety
Emergency Medical Services Division
01/06/2014

Resignations



KENNETH BONOVIKH
Computer Support Technician I
Grade 8
Department of Administration
Information Technology Office
01/03/2014

J. BRANDON NAYLOR
Dispatcher I
Grade 8
Department of Public Safety
Emergency Communications Division
01/27/2014



DEXTER KOLLIE
Permit Technician I
Grade 7
Department of Planning Services
Inspections & Enforcement Division
01/24/2014



Promotion



BRANDON OLENIK
Administrative Officer, Grade 10
From Dispatcher II, Grade 9
Department of Public Safety
Emergency Management Division
01/05/2014

Milestones



MARVIN MILLMAN
30 years
Maintenance Mechanic III
Department of Public Works
Wastewater Facilities Division
01/03/1984

Retirements

VIOLET GLANDEN
Chief Deputy
Grade 10-Appointed
Office of Kent County
Register of Wills
01/31/2014



SCOTT TANNER
15 years
Inspections Administrator
Department of Planning Services
Inspections & Enforcement Division
01/25/1999



CHARLES HURD
Paramedic II
Grade 11
Department of Public Safety
Emergency Medical Services Division
01/31/2014



HOLLY MALONE
5 years
Deputy
Office of Kent County
Recorder of Deeds
01/02/2009

JOE O'CONNELL
Building Codes Inspector II
Grade 11
Department of Planning Services
Inspections & Enforcement Division
01/31/2014



GEORGE "Jody" SWEENEY
5 years
Commissioner-5th District
Office of Kent County
Levy Court
01/06/2009



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# 2014 tax table changes up withholding

By Cathleen McLean, Payroll Administrator

Unlike last year when Congress waited to the last possible moment to avert the “fiscal cliff” and maintain the Bush era tax cuts for most of us, the 2014 income tax tables simply adjusted by the inflationary index.

Often County employees express concern that they may not be having enough income taxes withheld from their biweekly paycheck due to the change in withholding tables. The tables did adjust effective January 1 and every employee should consider the potential impact. It is especially imperative for individuals with additional income or a working spouse.

A very simplified way to determine the appropriate withholding is to subtract the standard deduction for the tax bracket (single or married) and the amount for each exemption claimed from the total household income. Don't forget to add in all income for the household, such as pensions, second income, spouse's income, interest and dividends, etc. This mathematical exercise will provide an estimated taxable income figure.

Apply the tax rate to the estimated figure to determine the likely taxes due. Now evaluate if the amount already withheld and future withholdings will be enough to cover what will be needed by the end of the calendar year.

**EXAMPLE—Single person with annual pay of:**

Single	But not over	2014 Tax withheld	Of excess over
\$2,250	\$11,325	\$0 plus 10%	\$2,250
\$11,325	\$39,150	\$907.50 plus 15%	\$11,325
\$39,150	\$91,600	\$5,081.25 plus 25%	\$39,150
\$91,600	\$188,600	\$18,193.75 + 28%	\$91,600
\$188,600	\$407,350	\$45,353.75 + 33%	\$188,600
\$407,350	\$409,000	\$117,541.25 + 35%	\$407,350
\$409,000	n/a	\$118,118.75 + 39.6%	\$409,000

If the estimated income amount of taxes being withheld does not appear to cover the expected tax figure required, it may be wise to have an additional amount withheld by changing the W-4 form on file in the Personnel Office.

Keep in mind the value of taxable fringe benefits, such as uniforms, laundering services, take home vehicle, County provided life insurance over \$50,000, etc. can cause a person to advance into the next tax bracket.

To see all of the changes for each tax bracket go to [www.irs.gov](http://www.irs.gov). Look in Publication 15 (2014) Tax Tables, Tax Table #7 Annual Payroll Period. You will need to look at the side of the table that is for your appropriate status either single or married. If you have any questions, contact the Personnel Office at 744-2387.

## Clock ticks on purchase

By Allan Kujala, Personnel Director

Dog licensing is an important revenue source to help offset the \$900,000 annual dog control expense shifted from the State to the County.



By ordinance, all dogs residing in Kent County must be licensed by March 1. The fee is paid directly to Kent County Levy Court, instead of the SPCA, which was contracted at one time to provide licensing services. Licenses can be purchased in the County Administrator's Office. Contact KATHY PHINNEY

at 744-2305 for more information.

Since this is a County ordinance, all employees are expected to be in full compliance. *(Continued on Next Page)*

## ON THE MOVE...

*(Continued from Page 4)*



GEORGETTE WILLIAMS  
**5 years**  
Comptroller  
Office of Kent County  
Comptroller  
01/06/2009

# EMPLOYEE OF THE MONTH—INSIGHT

**Name:** HILARY WELLIVER

**Job:** Assistant Director of Community Services – Libraries Division (County Librarian)

**Years with the County:** 7 years, 3 months

**Education:** MSLS: Clarion University; BS: The Pennsylvania State University

**What keeps my job interesting:** I've always loved library work. When you love what you do, it is always interesting. There's always something new to learn.

**What gives me a sense of accomplishment on the job:** We make a difference in the community! Whether it's matching a beginning reader to the right book, helping someone improve their resume, or finding the answer to a health question, we provide an immediate response to our users' needs!

**Professional advice I would like to offer to other County employees:** Get a library card and use it often!

**Family:** Daughter: Bethany

**Civic involvement:** The Governor's Council on Libraries, Delaware Library Association, American Library Association, Read-Aloud Delaware, Tri-State Young Adult Book Reviews, Del-MarVa Book Reviews, Diamond State Reading Association, Little Creek Fire Company Auxiliary, Girl Scouts, and several service and arts organizations.

**After work I enjoy:** Traveling! Going to the theatre, concerts, or movies. Board games! Gardening. Meeting authors and illustrators.

**Favorite new movie:** Star Trek: Into Darkness

**Favorite old movie:** The Ghost and Mrs. Muir



**Favorite TV show:** Downton Abbey

**Favorite sport:** Karate

**Favorite music:** Jazz

**Favorite Kent County restaurant:** Hibachi

**Favorite Kent County event:** The Friends of Kent County Public Library's Winter Carnival

**Three people (living or dead) I'd invite to dinner:** Joss Whedon, Oscar Wilde, Thomas M. Newman

**I'm most proud of:** My daughter -- she is amazing!

**Pet peeve:** People who write in books -- especially library books!

**If I've learned one thing in life, it's:** Ask! People are generally delighted to help!

**Life goals and values important to me:** My short term goal is to successfully complete my doctoral studies. I value my family and friends.

**Characteristics and values important to me:** Integrity, a strong work ethic, and a sense of humor are important to me.

**Who has had the most impact on my life:** My parents. They are terrific role models.

**Personal goals I have accomplished or would like to accomplish:** I am excited to be earning my doctorate -- this has always been one of my lifelong goals.

**If I could have been in any profession of my choosing, I would have been a/an:** A librarian -- really!

**If I could have two wishes, they would be:** World peace and more wishes.

**You'd be surprised to learn that I:** Love rollercoasters! \*\*7344\*\* \*\*1295\*\* \*\*5856\*\*

## Employee must have

(Continued from Page 5)

Failure to properly license your dog could result in disciplinary action. Applications will be uploaded with payroll advice on February 14.

The annual license costs \$8.00 for neu-

tered/spayed dogs, or \$12.00 for unsterilized pets. A three-year license can be purchased for \$20.00 or \$30.00. Two year licenses are not available. The application form requires a copy of each dog's current rabies vaccination.

For more information, call 744-2305.

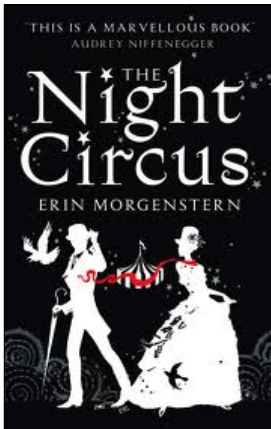
# FROM THE STACKS

By Hilary Welliver, County Librarian



## Author's debut novel is mesmerizing

"A dreamer is one who can only find his way by moonlight, and his punishment is that he sees the dawn before the rest of the world." -- Oscar Wilde



In *The Night Circus*, Erin Morgenstern's magical world is built on illusion and charm. Readers drawn into the 400-page debut novel, will be mesmerized by the Cirque des Reves, a circus that occurs only at night, without fanfare or advertisement, at cities across the globe. The writing creates a surreal tale that readers will devour as

they tear through the pages of Morgenstern's fantastical story of true magic.

It is the turn of the 20th century and the Cirque des Reves, filled with fortunetellers and contortionists, elaborate mazes and amazingly embellished rooms, tours the world, visiting major cities such as New York, London, and Paris. The black and white canvas tents appear and disappear suddenly, but never fail to draw a crowd, particularly a group of fanatics known as "reveurs," who follow it from place to place, dressed in black, red, and white to set themselves apart from run-of-the-mill one-night customers.

Inextricably caught up in the magical

currents that power and influence the unique circus are two gifted children, Marco and Celia, who grow to adulthood over the course of the novel. Both are orphans. Both have demanding guardians who goad them to develop psychic powers. Each has been groomed to be the other's opponent in a contest of magical prowess, without a clear understanding of the stakes involved in winning. This duel is to the death; only one combatant will be left standing. Of course they meet, fall deeply in love, and strive to change their fate.

With overtones of Shakespeare's *The Tempest*, the rival guardians ruthlessly compel the children to explore their individual gifts. Marco is raised in isolation, and hones his remarkable intellect through an excruciating regimen of study. Celia's father repeatedly shreds her fingertips to force her to learn to heal them swiftly with her mind (even breaking her wrist when she fails to show progress). With guardians like this, it is not surprising that Marco and Celia unite against their common foe (their guardians).

"A show without an audience is nothing, after all. In the response of the audience, that is where the power of performance lives," states Chandresh, the character who initially creates the Cirque des Reves. In *The Night Circus*, Erin Morgenstern has created a uniquely powerful performance, and audiences of readers everywhere will applaud.

## CIGNA OFFERS IDENTITY THEFT HELP

By Yvonne Messina, Personnel Technician II

Americans victimized by identity theft spend, on average, 175 hours researching and tracking the crime and 23 months correcting their credit reports.



Identity theft is Amer-

ica's fastest growing crime, victimizing more than 12 million people in the year 2012. Maybe you or someone you know has been a victim. It is a silent crime, often taking a year or more to be discovered and leaving victims with a frustrating and time consuming process to restore their good name and credit.

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## CIGNA CASE MANAGERS CAN HELP

(Continued from Page 7)

For Kent County employees, the group life insurance program through CIGNA offers an Identity Theft Program which provides extensive resolution services to help work through these difficult issues.

The program provides personal case managers who offer one-on-one advice and step by step assistance and guidance when you need it most. The CIGNA case managers will often make the necessary phone calls to report the ID theft to credit reporting agencies or to place a fraud alert on credit reports as well as provide you access to free credit reports. This can save hours spent on the phone and relieve some the stress caused by the identity theft. Help is also available with canceling and replacing lost or stolen credit cards and documents.

In certain situations, CIGNA can even

provide a \$1,000 cash advance to cover financial shortages or help with emergency travel arrangements. If you suspect you might be a victim of identity theft, call them at 1-888-226-4567 in the U.S. and Canada. From all other locations call collect 202-331-7635. You can also fax 202-331-1528 or email: [cigna@europassistance.com](mailto:cigna@europassistance.com) . \*\*5220\*\*

### High Praise

Congrats to MARC St. JEAN, Permits Coordinator, for his involvement with International Code Council program at Polytech High School. He recently proctored the first ICC certification test for 10 of the Polytech CADD students enrolled and 4 scored above 70% to pass. The six others plus carpentry students will be offered an opportunity to take the exam by the end of the school year. *Great!*

## KENT COUNTY BIRTHDAYS

### February

- 01 Kevin Cottle, Public Safety/EMS
- 04 Amy Minner, Planning Services/I&E
- 05 Toby Sitler, Public Safety/EMS
- 06 Bonnie Voshell, Planning Services/Planning
- 08 Diane Lockerman, Finance-Assessment
- 09 Albert Porreca, Public Works/WWF
- 11 Lorri Tanaka, Administration
- 11 Brian Costa, Planning Services/GIS
- 11 Mark Kennedy, Administration-Info. Tech.
- 12 Susan Durham, Finance Director
- 12 Jesse Wallace, Public Works/WWF
- 13 Rafael Sefil, Public Works/Facilities Mgmt.
- 14 Yvonne Messina, Administration-Personnel
- 14 Pamela Dayton, Public Safety/Emer. Comm.
- 15 Jerri Thompson, Public Safety/EMS
- 15 Terry Pepper, Levy Court Commissioner
- 19 Barbara Dorsey, Public Works/WWF
- 20 Deborah Palmer, Finance-Assessment
- 20 William Clevenger, Public Safety/Em. Comm.
- 21 Alan Tyson, Planning Services/Planning
- 22 Mark Stayton, Public Works/WWF
- 24 Brian Lewis, Public Works/Facilities Mgmt.
- 26 Kristina Rinkenberg, Comm. Servs/Libraries

- 26 Dianne Rager, Deputy Register of Wills
- 28 Brandon Olenik, Public Safety/Emer. Mgt.

### MARCH

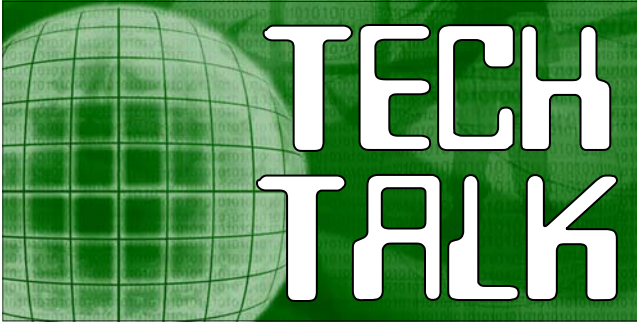
- 03 Trudena Horsey, Finance-Accounting
- 06 David Melvin, Public Works/WWF
- 07 Nyle Callaway, Public Works/WWF
- 09 Fran Gunning, Community Services/Libraries
- 11 Douglas Haddad, Public Safety/EMS
- 11 Justin Pippin, Public Safety/Emer. Comm.
- 15 Shervina Miller, Public Safety/EMS
- 15 Kia Evans, Administration
- 15 Brent Mollohan, Comm. Services/Parks & Rec
- 20 Bruce Chillias, Public Safety/EMS
- 21 Mike Petit de Mange, County Administrator
- 22 Delbert Ross, Public Safety/Emer. Comm.
- 23 Holly Malone, Deputy Recorder of Deeds
- 23 Ellen Mitchell, Finance-Assessment
- 24 Ricky Hardy, Administration-IT
- 24 Wilson Branham, Public Works/WWF
- 25 Georgette Williams, Comptroller
- 25 Dawnmarie Shane, Public Safety/EMS
- 26 Hilary Welliver, Community Services/Libraries
- 29 Jason Courtney, Comm. Services/Parks & Rec



# Internet of Things cause for concern

By Mary Hazelwood, Network Specialist

The Internet of Things is the product of sensors, technology and networking all coming to-



gether to allow buildings, infrastructure and other resources to swap information. A thing can be a person with a heart monitor implant, a farm animal with a biochip transponder, an automobile that has built-in sensors to alert the driver when tire pressure is low -- or any object that can be assigned an IP address and provided with the ability to transfer data over a network.

Privacy risks will arise as the objects within the Internet of Things collect fragments of data that relate to their service. The collation of multiple points of data can quickly become personal information as events are reviewed in the context of location, time, recurrence, etc. The regular purchase of different food types, for example, may divulge religion or ongoing health concerns. This is one aspect of the big data challenge, and security professionals will need to ensure that they think through the potential privacy risks associated with the entire data set.

Security experts have warned of the potential risk of large numbers of unsecured devices connecting to the Internet since the Internet of Things concept was first proposed in the late 1990s. In December of 2013, a researcher at Proofpoint, an enterprise security firm, noticed that hundreds of thousands of malicious emails logged through a security gateway had originated from a botnet including not only computers but also other devices -- including smart TVs, a refrigerator and other household appliances. The attack is believed to be one of the first to exploit the lax security on devices that are part of the Internet of Things. In total, about

750,000 messages were sent as part of the junk mail campaign. The emails were routed through the compromised gadgets.

Just as personal computers can be unknowingly compromised to form robot-like botnets that can be used to launch large scale cyberattacks, Proofpoint's findings reveal that cyber criminals have begun to commandeer home routers, smart appliances and other components of the Internet of Things and transform them into "thingbots" to carry out the same type of malicious activity. Cyber criminals intent on stealing individual identities and infiltrating enterprise IT systems have found a target-rich environment in these poorly protected internet connected devices that may be more attractive and easier to infect and control than PC, laptops, or tablets. Malware that allowed spam to be sent from these devices was able to install itself because many of the gadgets were poorly configured or used default passwords that left them exposed. Many of these devices are poorly protected and consumers have no way to detect or fix infections when they do occur.

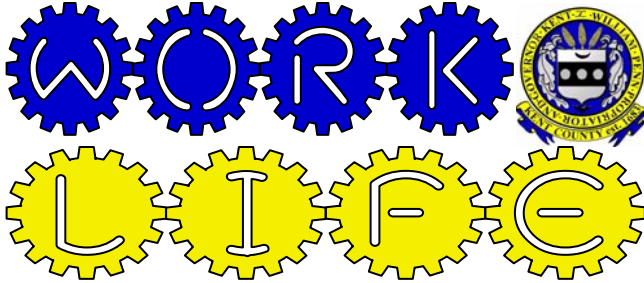
The Internet of Things holds great promise for enabling control of all of the gadgets that we use on a daily basis. It also holds great promise for cybercriminals who can use our homes' routers, televisions, refrigerators and other Internet-connected devices to launch large and distributed attacks. Internet-enabled devices represent an enormous threat because they are easy to penetrate, the rapidly growing number of devices can send malicious content almost undetected, and few vendors are taking steps to protect against this threat.

## Discount Movie Tickets

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

*The limited number of discount tickets cost **\$7.50** each, and can be used for any movie on any day or time except 3-D and special engagement films.*

*Discount movie tickets are another great benefit for Kent County employees only!!*



It can be tough these days working for the government—any government! Many of the people we serve are rallying against the pensions, benefits, and pay of public servants. It can be demoralizing, but it doesn't have to be! Be proud of the work you do and high quality service you provide. Our citizens may not always realize it, but we are saving lives, protecting the environment, making this a better place to live, or facilitating those that do. Share the pride of serving Kent County each work day...

I consider myself very fortunate to be a Kent County employee. It started when I was 15 years old and joined the Harrington Fire Company. Shortly after that I knew that when I graduated high school I wanted to work in the Emergency Services field. After I graduated CRHS in 2003, I attempted college for the first time and



began taking classes to become a Paramedic. However, it proved difficult to support myself and attend college so I ended up dropping out. Shortly after that I heard buzz through the fire station that Kent Center (Kent County 911) was soon going to hire a new employee. I applied for the position and although I was not offered the immediate opening, I did start 4 months later when they had another opening due to retirement. From that point on I have had a wonderful career as a Kent County employee and have made lifelong friendships with many of my co-workers and numerous people in the emergency services field. The excellent salary and benefits have allowed me to purchase my own home, start a family, and even obtain my A.A.S. in Emergency Management this spring with the tuition reimbursement that is available to Kent County employees. After 9 years in the Kent County Department of Public Safety, I look forward to many more serving and protecting the citizens of this great County. — BRANDON OLENIK, Administrative Officer-Emergency Management

# MARK YOUR CALENDAR



February 3 - 14, 2014 - Voting period for Employee Council elections.

February 6, 2014 - Blood Pressure Checks at the Wastewater Treatment Plant 2:00-4:00 p.m.

February 12, 2014 - Blood Pressure Checks at County Library at 9:00 and at the Administrative Complex, Room 213, 9:30-11:30 a.m.

February 12, 2014 - L&W Insurance representative available to answer health insurance questions from 1:00-2:00 p.m. Administrative Complex, Room 213.

February 14, 2014 - Last day to register for County sponsored Defensive Driving classes. Contact the Personnel Office.

February 14, 2014 - Employee Council Sponsored Raffle drawing for Valentine's day themed gift bucket.

February 17, 2014 - President's Day Holiday. County Offices closed.

February 20 or 21, 2014 - Advanced/ Refresher Defensive Driving Class 9:00 a.m.-12:00 p.m. Levy Court Chamber. Must pre-register by February 14.

February 27, 2014 - Basic Defensive Driving Class 9:00 a.m.-3:00 p.m. in Room 220. Must pre-register in Personnel by February 14.

## NUMBER HUNT

Stay informed and earn the chance to win a free movie ticket compliments of Employee Council by reading Kent Connections every month. Look for the last four digits of your Social Security number somewhere in the current newsletter and be the first or second to contact the Personnel Office at 744-2310. JACK WEBB in the Engineering Division and MIKE BISHOP in the EMS Division were the first to spot their numbers and win last month.

It's easy to win—just read your Employee newsletter every month! \*\*7149\*\* \*\*2485\*\*

# County Polar Bears Take Plunge

By Margo Mangiamele-Orlando, Personnel Technician I

Ahh—Super Bowl Sunday! Most Americans, or at least a whole lot of them, tie on the feedbag and relax in their comfy recliners until the Lombardi trophy is



hoisted high into the air.

But not the few thousand brave souls who participated in the 22<sup>nd</sup> annual Polar Bear Plunge at Rehoboth Beach to benefit Special Olympics of Delaware—including at least 4 Kent County employees.

After consecutive polar vortexes gripped our region in January, the air temperature at the beach was an almost balmy 40 degrees on February 2.



James Machado-Nunes

Among those participating again this year were JAMES MACHADO-NUNES, Plant Operator IV in the Department of Public Works/Division of Wastewater Facilities. This was his 21<sup>st</sup> year and 5<sup>th</sup> year for his wife Kim. Their team was named the “Bowers Beach Bears.” Last year James received an award

for his 20 years of participation in this wonderful event.



Jessica Dill

Account Specialist III JESSICA DILL in the Finance Department plunged for the 10<sup>th</sup> time, and she ran in the 5K on Saturday. She said this was probably the warmest year yet since she began this event.

Director of Community Services KEITH MUMFORD jumped for the 2<sup>nd</sup> year along with his team “Delaware Wrestling Officials”.



Keith Mumford



Katie Ridgway

Dispatcher II KATIE RIDGWAY in the Department of Public Safety/Emergency Communications Division along with her son Conner ran the 5K, and he did the plunge. Connor wanted to raise \$75.00 so he could receive a sweatshirt.

Courtney Semans, daughter of Dispatcher II ED SEMANS in the Department of Public Safety/Emergency Communications Division, jumped for the 4<sup>th</sup> time. For more information about the Lewes Polar Bear Plunge or Delaware Special Olympics visit [www.sode.org](http://www.sode.org)

## Telephone courtesy vital for County calls

By Allan Kujala, Personnel Director

Ring, Ring. “Good Morning, Kent County Personnel Office, Allan speaking” illustrates the proper and professional way to answer telephone calls from the general public and internal customers – your coworkers.

The proper method for answering the telephone is not written in a multi-page policy, it just takes simple professionalism to do it correctly. Every



County employee has an obligation to portray the County in the best possible light.

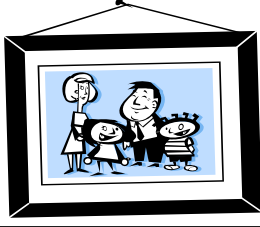
Often the first contact a citizen has with their County government is via the telephone. Likewise, it is every employee’s responsibility to treat co-workers with respect and common courtesy.

Whenever a telephone call is made to any place of business, the person calling expects to be reminded where they have called and then they want to know with whom they are speaking. It is also important to greet the caller please. (Continued on Next Page)



# Bragging Rights

Share your family photos, stories, & more



## Parish School recognizes Orlando

St. Polycarp Parish School of Religion recently featured Personnel Technician I MARGO MANIA-MELE-ORLANDO in the "Catechist Spotlight" of the Family newsletter. Margo has taught parish third-graders every Sunday for 12 years and was praised for her creative use of religious symbols.

## Staff praised for quality service

Kent County Administrative Complex staff received "sincere thanks" from an outside organization which had used the building conference room last month. The email said "every Kent County staff person we came into contact with throughout the course of the day went above and beyond to accommodate our requests. Additionally, many of the team members commented on the overall cleanliness of the meeting space, break area and restrooms, etc. The staff and facilities left a great impression on all in attendance." \*\*4661\*\*

## Telephone courtesy

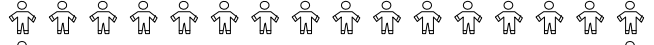
(Continued from Page 11)

santly with a "good morning" or "good afternoon".

Internal calls can be tricky – you may think a friendly co-worker is calling to chat, but they may actually be transferring a citizen or the County Administrator to your desk. Play it safe – answer the phone in the same respectful manner every time.

Speaking of "transferring" calls, the County's customer service policy requires staff to remain on the line to confirm a successful call transfer. Simply press the transfer button on the phone, inform the employee that a call is being transferred then press the transfer button again. If a call is dropped, the receiving employee should call the transferring employee back and ask for the caller's number.

Treat all callers like you would like to be treated when calling a business. \*\*4334\*\*

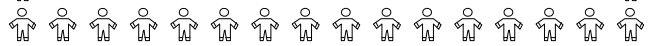


## HOW TO BE EXCEPTIONAL

**DECISION MAKING/JUDGMENT**—b. Encourage and instruct others about the benefits of change; c. Welcome change and look for the new opportunities it provides; d. Actively seek input in addition to recognized sources and facilitate implementation of solution.

**DECISION MAKING/JUDGMENT**—a. Develop processes that can be used to systematically analyze any set of information...

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



## Kent Co. Employee Obsessions

Take a minute to visit the display case on the first floor of the Kent County Administrative Complex featuring hand painted rocks created by Administrative Secretary BARBARA MILLER's sister Olivia Reynolds. She sells the painted rocks and donates 100% of the proceeds to provide clean drinking water for children in Africa. Art is a good thing! Got an interesting hobby or like to collect limited edition baubles? Contact Personnel at 744-2310.



Monthly statistics from Kent County Department of Public Safety

2013	DEC	NOV	'13 YTD
9-1-1 calls	6,535	6,701	87,409
# calls by Cell Phone	5,319	4,817	63,751
Fire incidents	470	422	5,770
Ambulance incidents	1,821	1,802	23,141
Paramedic incidents	904	870	11,770
# Patients to hospital	525	476	6,653
# Patient DOA	13	19	205
# Patient refuses care	42	35	471
# Patient release/BLS	58	64	840
# Response cancelled	214	226	2,904

# Welcome to Levy Court!



Name: JUSTIN CONRAD



**Job:** Paramedic I  
**Date Hired:** January 6, 2014  
**Education:** B.S. in Exercise Science & Paramedic Certificate  
**What I like most about my new job:** Helping people  
**Greatest accomplishment:** State officer for DE FFA Association  
**Greatest challenge or obstacle:** Finding a full time job  
**Future goals:** to pass the field training program  
**Person/event that most inspired me in my career:** Working on UD-1  
**I'm most relaxed and happy when I'm doing this:** at the beach  
**Family:** Fiancée' – Laura Betts  
**Most recent movie enjoyed:** Fast & Furious  
**Favorite TV show:** Big Bang Theory  
**Favorite sport:** Football  
**Favorite meal:** Pizza  
**Favorite music:** Country  
**Favorite saying or slogan:** "Really?"  
**Who has had the most impact on my life:** Ag teacher in high school  
**A dream I have is to:** travel back to Europe  
**If I won a million dollars I would:** buy a nice house and donate to charities  
**The most adventurous thing I've ever done is:** gone scuba diving  
**Three words that describe me:** quiet, dedicated, smart

## IN NEXT MONTH'S ISSUE

- > Who won the 2014 Employee Council election?
- > How did the Pension Plan investments perform in 2013?
- > Which employees are driving more defensively?
- > Stormwater pond management solution is in the works!

# Welcome to Levy Court!



Name: BRANDON NAYLOR



**Job:** Dispatcher I  
**Date Hired:** January 27, 2014  
**Education:** Some college. Working on BS in Criminal Justice  
**What I like most about my new job:** Schedule  
**Greatest accomplishment:** My daughter  
**Greatest challenge or obstacle:** Over coming the fear of being a father  
**Future goals:** To progress in the County  
**Person/event that most inspired me in my career:** My father and his dedication to his family.  
**If I had it to do over, I would have done this differently:** Moved from Florida to Wisconsin  
**I'm most relaxed and happy when I'm doing this:** Riding a fire truck or spending time with my daughter  
**Family:** Wife-Sabrina Naylor and Daughter-Brianna Naylor  
**Most recent movie enjoyed:** Pacific Rim  
**Favorite TV show:** Sons of Anarchy  
**Favorite sport:** Football  
**Favorite meal:** Hot Wings  
**Favorite music:** All kinds  
**Favorite saying or slogan:** There is no "I" in Team  
**A dream I have is to:** Give my children a father they can be proud of.  
**If I won a million dollars I would:** Pay off bills  
**You'd be surprised to learn that I:** Like to cook.  
**The most adventurous thing I've ever done is:** Run into a burning building  
**Three words that describe me:** Outgoing, Friendly, Dedicated



## Across The Hall

INSIGHT INTO THAT OTHER DEPT/DIV/OFFICE

### Information Technology Office

**Mission:** To ensure technology is an asset to Kent County government not the problem.

**Location:** Administrative Complex Room 235

**Department:** Administration

**Levy Court Committee Chair:** Commissioner JODY SWEENEY

**Office Director:** KIM CROUCH

**Number of Positions:** 11 (2 vacant)

**Work Hours:** 7:00 am – 5:30 pm. An IT staff member attends all Levy Court & RPC meetings.

**Major Tasks:** Daily network health checks, backup of network files and AS/400 databases, replacing office automation with updated software, functionality and procedures, etc.

**Budgeted Income:** \$3,000

**Where's it come from:** FOIA requests and address labels.

**Budgeted Expenses:** \$1,080,200

**Where's it go:** Personnel, equipment maintenance, utilities, equipment, computer supplies (like ink), consulting fees.

**What you can do to help:** Delete files on the county network or in GroupWise that are no longer needed or required by records management laws to be retained. Practice safe computing, turn off your PC at night, and do not store pictures or video files on the County network.

**Interesting Fact(s):** The helpdesk staff receives about 150 helpdesk calls a month and keeps 250 desk tops and 104 laptops running to support County business. Kent County IT is the first to organize and host a Community Cyber Security exercise to improve the security of public and private sector organization's computers and networks. This exercise will bring organizations together to raise levels of cyber security, establish lines of communication between agencies and businesses in the greater Dover Community through the sharing of cyber security information, practices and operations. \*\*1495\*\*

## EMPLOYEE COUNCIL NEWS



By Beverly Hay, Employee Council Secretary

Hope everyone is back on schedule after all the snow! We heard some good feedback on the Holiday social and luncheon. Thank you so much for taking the time to voice your positive comments. If you have any suggestions for the Employee Council, drop us an email.

How about those muffins last month? *Delicious!!!* Thank you Cheryl Whitney, wife of DAVID WHITNEY, for taking the time to prepare these! We appreciate it!

Employee Council has a lot of good things up their sleeves for the month of February. Just in time for Valentine's Day, we are conducting a raffle for gift certificates to Heather's Holistics, Cool Springs and Movie tickets with a popcorn bucket. Check out the flyer to visit the websites! Tickets are available from YVONNE MESSINA. The drawing is February 14. Give the gift of love or treat yourself and a guest!

Join us for a Breakfast fundraiser on Tuesday, February 11 featuring talented chef JOHN ZISTL. Omelets and scrapple will be available in the Administrative Complex kitchen. Yummy! Details will follow via email.

**Elections:** Cast your ballot by Friday, February 14, 2014 at 4:00 p.m.

**A BIG THANK YOU** is extended to retiring President TRUDENA HORSEY and Treasurer YVONNE MESSINA!!! Their commitment and dedication have not gone unnoticed and are greatly appreciated. Without these ladies the Employee Council could not have run smoothly!

IT'S TRIVIA TIME AGAIN: *There are several legends concerning Saint Valentine's Day; one legend was that marriage was outlawed for young men during the third century in Rome.*

**2 part question:** 1) Why was marriage outlawed? 2) Who defied the law and how?

The first employee to answer via email [Beverly.Hay@co.kent.de.us](mailto:Beverly.Hay@co.kent.de.us) will receive an arms length of tickets for the next 50/50 drawing on February 14, 2014. GOOD LUCK! \*\*6312\*\*



## Comm. Angel seeking national County position

By Allan Kujala, Personnel Director

Just imagine, another Delawarian in the national spotlight (*think Joe Biden*). It could happen if Commissioner ALLAN F. ANGEL is successful in his bid to be elected to the second vice-president position in the National Association of Counties.



**Allan Angel**

Angel secured a second endorsement for his run for the top NACo spot from fellow Commissioners last fall before formally filing his candidacy paperwork. If elected, Angel would be elevated to President of the national organization representing over 2,400 member counties in July 2016.

"I learned a lot last year," Angel said. "That experience will prove valuable as I embark

upon this national campaign. I hope to win by highlighting the common sense style of governance we enjoy here in Delaware."

Angel has earned a well respected reputation in the organization as a champion of the Prescription Discount and Dental Discount programs available to all residents of member counties. He won the Caremark/NACo Outstanding Program Champion Awards for continued efforts to encourage participation in the discount card program by neighboring counties.

In addition, he serves or has served on several NACo committees including Membership, Telecommunications & Technology, and Program & Services among others.

Angel won accolades in 2010 when he drove for three days and 2,800 miles from Delaware to Reno, Nevada to attend the annual conference.

## Defensive Driving classes on course in Feb.

By Margo Mangiamele-Orlando, Personnel Technician I

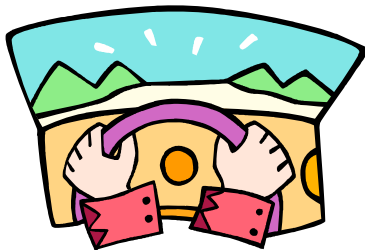
Time is speeding by for County employees to register for free or discounted defensive driving classes this month.

All employees are eligible to participate in the County-sponsored defensive driving training, but priority will be given to those employees who must maintain compliance with Kent County Levy Court Policy 4.6.

The costs associated with the required defensive driving course and recertification will be paid by the County for employees who regularly operate a County-owned vehicle. Other interested employees or retirees must pay the full costs of the course. Family members may also take the class.

The 3-hour Advanced class (Refresher) will be held on Thursday, February 20 and on Friday, February 21, 2014 from 9:00 a.m. to 12:00 p.m. in the Levy Court Chambers.

The Basic class will be held Thursday, February 27, 2014 from 9:00 a.m. to 3:00 p.m.



in Room 220. First timers must take basic.

Payroll coordinators have been sent a list of employees required to take either Basic or Advanced Defensive Driving this year. If interested in attending a course, please enroll with the Personnel Office on or before Friday February 14, 2014. The course fee is \$20 payable at the door. The fee for AARP members is \$15—but you must show your card. The County pays the fee for those employees required to take the course by P-4.6.

If you plan to attend either of these classes, please arrive early and bring your drivers license, and AARP membership card as they ask that everyone be in their seats and ready to go at 8:45 a.m. Anyone arriving late will not be admitted.

Please contact the Personnel Office at 744-2310 with any questions. The class instructor will not answer any questions concerning point credits or insurance discounts. Information concerning point credits should be directed to DMV at 302-744-2509. Questions about insurance discounts should be directed to your agent.

# FMLA LEAVE RULES REGULATED BY LAW/POLICY

**Q.** What exactly is FMLA ?

**A.** The federal Family & Medical Leave Act became law in 1993. Under the law and County policy, most full-time employees have a right to take up to 12-weeks of leave per rolling calendar year without fearing job loss. Employers covered by the law (50 or more employees) must hold a job for employees on FMLA. The leave can be for a personal illness or injury, or to care for a sick or injured member of the immediate family. Newer provisions of the law allow family members of military personnel to take up to 26 weeks to care for a sick or injured family member in the military, to take care of child care or parental care needs due to military service, or to participate in military related ceremonies or respite.

**Q.** Will I get paid if I am out of work on FMLA? How many County employees are on FMLA at any given time?

**A.** The FMLA law does not mandate that an employee be paid while on FMLA. It only requires that the person be allowed to return to work at the conclusion of the 12-weeks of leave per rolling calendar year or any part thereof. However, County policy, as permitted by law, requires County employees to use accrued leave to cover any FMLA qualifying absences. About 20.

**Q.** Why am I being constantly hounded by the Personnel Office to submit paperwork related to my FMLA qualifying illness?

**A.** The law requires the employer to inform an employee of his/her qualification for FMLA leave after more than 3-days of absence from work related to an illness or injury. The FMLA paperwork is also required by law/policy and validates that an employee is entitled to leave and job protection. The Personnel Office mails or hand delivers the FMLA notices, because it is required to do so,

and must be able to prove it did so.

**Q.** My doctor charges a fee to complete the FMLA paperwork. Why do I have to pay it?

**A.** The health care provider completed certification forms are required by law and County policy, but apparently doctors are allowed and often do charge a fee to complete the form. The County will reimburse employees for the fee. Just submit a receipt with the FMLA forms to the Personnel Office. Despite patient privacy laws, the law requires a diagnosis to be listed for a person on FMLA leave. In order to avoid the extra FMLA forms/fees, the Personnel Office will accept a standard doctor's excuse if it lists the type of illness and treatment dates for the illness requiring FMLA leave.

**Q.** What if I don't want or need to be on FMLA leave or I only occasionally miss work due to an illness or injury?

**A.** FMLA is not voluntary. Once the fourth day is missed due to a qualifying event (injury or illness), the employee is automatically placed on FMLA. Employees with chronic type health conditions are eligible for intermittent leave if verified by a healthcare provider.

fied by a healthcare provider.

**Q.** How do I get paid if I have insufficient leave time?

**A.** The County has a donated leave policy, where co-workers can choose to give up to 3 sick days a calendar year or equal amounts of vacation and sick leave to an employee with an FMLA qualifying illness or injury. The requesting employee must use all accrued leave, but may retain one week of sick leave only, and consent to possible donors knowing the reason for the absence. Maximums apply.

**Q.** Where can I get more information?

**A.** Contact the Kent County Personnel Office.

**Q AND A**

The purpose of Q & A is to educate and encourage work related discourse among staff about County policies, work practices, and employee issues. It is not intended to promote unproductive gossip or speculation about the author of a question. Unless otherwise noted, all questions contained herein have been crafted by Personnel Office staff and may or may not reflect actual questions asked. -Personnel Director