

Suggested speech/script
Employee Awards Ceremony
Tuesday, May 9, 2017, 1:00 - 3:00 PM

Commissioner Vega Pederson – Welcome/Introduction

Hello and Welcome to the 2017 Employee Recognition Ceremony.

We at Multnomah County value the work of county employees because it's work that matters, and it's work that must be done together. It takes thousands of employees to deliver the diverse array of services that Multnomah County provides. Every job is essential. Every employee – no matter where you work or what job you hold – makes a positive impact on our community **every day**.

I am proud of our diverse and dynamic workforce. I hope that **every** employee in **every** department feels *valued, acknowledged and appreciated*.

Today, in celebration of National Public Service Recognition Week, we take time to recognize a few of our colleagues for their achievements. For this formal recognition program, nominations are solicited from employees and the public in the areas of:

- **Sustainability**
- **Diversity and Cultural Competency;**
- **Outstanding Team Achievement;**
- **Superior Public Service to Internal and External Customers; and**
- **Employee Innovation**

This year, we received **80 nominations** that included 400 county employees. We had a number of truly stellar nominations this year, that reflected the deep commitment of our employees to their jobs and community. Nominations about individuals and teams who really stepped up during inclement weather to keep our community and employees safe and warm. Nominations about employees who worked with other County departments and community partners to ensure that people of all languages had the information they needed to register and vote in our last election. Nominations about teams working with the immigrant community and helping them understand their rights with changing laws. The list could go on and on, and we are reminded again of the deep and meaningful impacts that our employees have on our community every day.

We are here today to highlight the individuals and teams who were selected to receive awards this year, as determined by the Countywide Employee Award Selection Committee.

I'd like to begin by presenting the Award for Superior Public Service to External Customers.

Luis (Loo-ees) Hernandez is a member of the Office of Emergency Management, and he played a central role in many aspects of Exercise CASCADIA RISING that trained and tested governments at all levels – cities, counties, state agencies, federal officials, the military, tribal nations – as well as non-governmental organizations and the private sector – to approach to complex disaster operations together as a joint team. He then used the After Action Report to develop and publish plans for the county that addressed gaps within the current plan.

His work is so well respected, he's called upon to assist other jurisdictions and agencies to develop and strengthen their own emergency response plans. He's been asked to participate in evaluating plans in other states, and brings that knowledge back to further improve our own response plans.

Additionally, Luis is known to continue to message the importance of emergency preparedness at events that he participates at personally. As a member of a popular local Salsa band, he's been known to share the message of emergency preparedness while performing. We appreciate your public service announcements and that you're going beyond the call of duty!

Please join me in Congratulating Luis Hernandez.

Gives Luis an opportunity to speak

Commissioner Vega Pederson: I would now like to introduce Commissioner Smith to present the next awards.

Commissioner Smith:

The **Diversity and Cultural Competency Award** recognizes employees and teams that promote inclusiveness and champion diversity in the community or within our organization. I have the honor of recognizing Bienestar de la Familia.

Bienestar received three nominations, one from a county colleague, one from an attorney at the Oregon Law Center, and one from a Portland Police Sergeant. All agreed; Bienestar makes every possible effort to welcome all people of all cultures, to make them feel welcome, and heard, and supported by Multnomah County.

Bienestar has worked tirelessly with the Latino and Somali communities, offering mental health and addiction services, case management, after school programs and other services. Since the fall, they have also been providing additional support around increased anxiety in the immigrant community. Bienestar coordinated several town-hall type forums with speakers from Portland Police, IRCO, the Oregon Law Center and other community partners. At these forums they created a safe space for asking questions about their rights, worked on breaking down fear and distrust of police, and brought in legal aid agencies to talk about the services they provide. These gatherings took hours of preparation and coordination, and were really an above and beyond effort to help the community they serve on a very personal level.

I won't read off all of the names as they are listed on the slide behind me, but please join me in congratulating the Bienestar de la Familia team as they come forward.

Gives Nabil Zaghloul an opportunity to speak

Commissioner Smith (Continues):

I would now like to award the **Superior Public Service to Internal Customers**, which recognizes outstanding service to the other employees of Multnomah County.

Brian Kaminski (Kuh-min-skee) of Central Payroll was tasked with rolling out the payroll status change function to the team. Status change is anytime an employee moves between bargaining units, or goes from hourly pay to salary or from temporary to regular, etcetera. As you can imagine, there are a whole lot of changes happening and Payroll needs to ensure that everyone gets paid correctly, has the correct benefits, holidays and vacation accruals.

There are a lot of minute details that need to be checked and double checked, and Brian developed the techniques for his team to use. He then proceeded to follow this up with tracking sheets, tips and tricks memos and guides for his colleagues to reference.

Above and beyond this project, Brian is valued greatly by his team for his willingness to take on more difficult questions that come into the Central Payroll mailbox. He works with employees and timekeepers to research and answer

questions, and find the right solution. He creates tools that help him do his job and manage his tasks but then he goes above and beyond to share them with his team.

Everything he touches or does, he shares and trains the rest of the team so that they are all learning from his experiences.

Please join me in celebrating the great customer service Brian provides to his colleagues.

Gives Brian an opportunity to speak

Commissioner Smith (Continues): I would now like to introduce Commissioner Meieran to present the next award.

Commissioner Meieran:

The **Employee Innovation Award** recognizes efforts to improve work processes, which result in monetary savings or operational efficiencies for the county. This year, we have two winners in the category of Innovation.

First, the Cartegraph Implementation Team from DCS. In the past, fieldwork was largely tracked and assigned manually. Allocation of resources was not tracked in an efficient manner. Through teamwork and leadership, the Cartegraph team not only implemented innovative change through the use of technology, but also led change with staff and the program to improve process and the work.

Staff in the field are now using iPads and other technology to inventory the transportation system and manage resources. Work tickets are managed more efficiently through the use of the Cartegraph software tracking and rolling out annual and daily tasks, but also managing and tracking public inquiries and requests for road maintenance work. The team's work also allows for better customer service, allowing for citizens of Multnomah County to be able to request maintenance work and report safety issues online.

This automated system allows for quick customer service. It can notify the customer of the status of their inquiry within two minutes of staff completing the work. These simple emails close the loop of communication with our customers and require nothing more than completing the work in our system. It has been so successful that other departments, programs and divisions are exploring implementing the same tools. Thank you for leading the change in innovation!

Could the Cartegraph Implementation Team please all come forward?

Give Chet Hagen an opportunity to speak for the group

Commissioner Meieran (continues):

The second Employee Innovation Award goes to Elizabeth O'Neill.

Elizabeth worked with the DCHS leadership team on the benefits of developing and implementing a performance management system for monitoring performance, managing programs and strategic planning.

Performance management is a systemic approach to ensure quality and progress toward organizational goals by aligning structures, processes, and routines that enable an agency to methodically and routinely monitor the connection between the work underway and the outcomes sought.

While the entire process was collaborative, Elizabeth pulled a body of material together for review, and input from division leadership was used in the development of the model framework. She primed the group with foundational training on theory, performance management and program vs population outcomes. Elizabeth developed a workbook to guide the process to develop individual program performance models. She led/facilitated the build of 24 models, incorporating the Equity & Empowerment Lens into the models. She documented the models, including program activities, measures, and outcomes – linking up to department and population level outcomes.

The models will use data to evaluate performance and drive programmatic changes with the goal of improving outcomes for participants. These new models led to the development of all new program offers and meaningful

performance measures for the FY18 budget process and she developed a new program offer template that was adopted by the department.

Elizabeth, thank you so much for this challenging and innovative work. Please come forward and accept your award for Employee Innovation.

Give Elizabeth an opportunity to speak

Commissioner Meieran (continues): I would now like to introduce Commissioner Stegmann to present the next awards.

Commissioner Stegman:

The **Sustainability Award** recognizes creative thinking that addresses the root causes of environmental, social or economic inequities that lead to disproportionate impacts on the most vulnerable communities within Multnomah County.

Many individuals DCJ supervises are homeless with significant barriers to reporting to their PO's. DCJ had previously invested in a few bicycles for officers to use, however, officers using the bicycles during field work was extremely rare efforts to encourage it had dropped off by early 2016. The few bicycles DCJ had were in disrepair.

In the spring of 2016, Community Justice Manager Dylan Arthur shared his vision of reinventing the DCJ Bike Team. He recruited officers who shared his vision and who were motivated to do community engagement and outreach. Understanding the program would only be successful if the officers were provided with proper training and equipment, he put together a team of 14 highly motivated officers and registered them for a rigorous bicycle training with the Beaverton Police Department. He negotiated the purchase of a fleet of used police bicycles from the Portland Police and personally inspected and repaired the bicycles to perfect working order.

By engaging in community outreach on bicycles, the DCJ Bike Team has been able to access homeless communities not easily accessible to officers in cage-cars. Their presence is more trauma-informed and their appearance less

threatening. This has allowed them to engage in meaningful ways with some of the most resistant and difficult to serve members of our community. The added bonus is that job satisfaction is up, the team reports increased health and reduced stress, and they experience more praise and positive encounters with community members.

Let's give a big round of applause to the members of the DCJ Bike Team for earning the Sustainability Award.

[Gives Dylan Arthur opportunity to speak for team:](#)

[Commissioner Stegman \(continues\):](#)

I'm also happy to present the **Committee's Choice Award**. This award is selected by the Employee Award Committee because after all the calculations and review, the submission outstandingly exemplifies the County's mission, vision and values.

The Joint Office of Homeless Services is a relatively new office, pulled together from city and county staff. While still working to fill vacant positions, and getting themselves situated as a work unit, they were thrown into a winter like we haven't seen in years. Warming centers were opened for 28 days, compared to 13, and 15 in the previous two years, so right out of the gate, this new team was put to the test.

No one on the team had thought they'd be working 24 hour a day/7 day a week positions, but when warming shelters that you're coordinating need staffing, you step up. Night after night you show up to work evening and nighttime hours to

help protect the lives of our most vulnerable. You are making phone calls at 8 PM to arrange busses to take people from shelters that were full to ones that had open beds.

But when you have 18 days straight of needing to staff the shelters, you have to find ways to ask for help. First, they developed an online sign up for community members to volunteer their time at shelters. Then, working with Emergency Management, HR and Finance, they developed a way for county employees to sign up too. They had to ensure that county employees could get paid for their time, flex their schedules and not violate union and personnel rules, and they did this on a super quick turn around.

All these efforts helped provide more than 700 emergency beds, countywide, sometimes in the lobbyies of county and city buildings. Positive feedback from the community came via Facebook and Twitter, calling out Marc and his team for really giving their all, putting in the long hours, and really demonstrating their commitment to the homeless community and their well-being.

Having been nominated for both Outstanding Team Achievement and Public Service to an External Customer for their excellent work, please join me in celebrating the Joint Office for Homeless Services receiving the Committee's Choice Award. Please come forward:

[Gives Marc Jolin an opportunity to speak](#)

Commissioner Stegman: And now I would like to introduce Chair Kafoury (or Marissa Madrigal if Chair doesn't make it) to present the next awards.

Chair Kafoury (If Marissa Madrigal because Chair is late, see next section, page 18)

First, I will be presenting the **Outstanding Team Award** which this year is a measure of what can be accomplished, over years of hard work, with input from all levels of the organization and the cooperation of various departments and divisions.

I, personally, have been deeply involved in this project from its start during my days in the State Legislature, so I'm beyond honored to present this award to the Sellwood Bridge Project Team.

As everyone knows, this was the largest county-managed capital project in dollar value in Multnomah County history. It combined the diverse talents found in Multnomah County's workforce: from engineers to finance managers, from attorneys to inspectors, from surveyors to administrative assistants, from purchasing to public affairs staff, from elected leaders to planners.

Efforts were made to reduce costs by literally moving the old bridge aside, to use while the new bridge was being built, one of the longest such moves in the world. The project supported county efforts to build a diverse local workforce and fair economy: 20% of subcontracts were awarded to Disadvantaged Minority Women and Emerging Small Business firms; apprentices worked 130,000 hours; and 28% of the work was performed by minorities.

The day we celebrated opening the new bridge was amazing; a wonderful culmination of years and years of hard work and collaboration. I was so very proud to be a part of that journey.

Please join me in celebrating all the members of the Sellwood Bridge Project Team. The names of the members are listed on the slide behind me, but please, all of you please come forward.

Shakes hands, and give Ian Cannon an opportunity to speak

Chair Kafoury (continues):

The final award we present today is the Chair's Excellence Award. Raymond De Silva received 4 total nominations in the category of Diversity and Cultural Competency, three individual, and one as part of a small group.

These four nominations all highlighted the work that Raymond has done over the past year as Chair of the Employee Resource Group for Employees of Color. Any work involved in an ERG is work above and beyond an employee's daily work duty assignments; in addition to his work as a Data Analyst for the Health Department.

The Employee's of Color ERG was established to provide a resource to employees for support and guidance or mentorship. Since becoming Chair of this group, Raymond has really impressed a lot of people with his ability to really reach people, make them feel included, heard and valued in our organization.

He and a team created a "Healing Space" discussion for Multnomah County Employees in July, following a police shooting of African American men and the retaliatory shooting of police. He has helped organize dozens of meetings and

event to promote inclusion and equity such as a Black History Month Exhibit, Asian Pacific Islander Month celebration, a Day of the Dead Celebration and many many more.

The most recent employee satisfaction survey tells us that employees of color at Multnomah County are having a different experience in the workplace than some of their colleagues. Raymond has been working with HR and the Office of Diversity and Equity and the Evaluation and Research Unit on listening sessions regarding this survey, and seeking a commitment to fix the issues of race that unfortunately, many of our employees face.

Members feel the EOC has become more open to many different ethnicities, and has become very action oriented. They appreciate that he highlights the accomplishments of others with an EOC employee-of-the-month giving the group an outlet to celebrate each other. They appreciate the inspirational speakers he brings to meetings, and they way he carefully listens to feedback and ideas.

Raymond, I highly value the very tough work that you've been doing to foster communication and action with the EOC and for this, I honor you today with the Chair's Excellence Award. Please come forward.

Shakes hands, and gives Raymond an opportunity to speak

- **Chair Kafoury (continues):** Thank you so much to everyone for joining us today, and thank you, as always, to the Employee Recognition Committee for their efforts in coordinating this year's events. We'd like to do a group picture of all of the winners, together with the Board, so if you could all come forward again, please. And then everyone can enjoy some refreshments that are available in the back.

IF CHAIR KAFOURY DOES NOT MAKE IT IN TIME, THIS SECTION IS FOR MARISSA MADRIGAL

Marissa Madrigal:

Chair Kafoury had very much hoped that she would be here in time, she's probably driving from the airport as we speak. She was very excited about this ceremony and had so much fun doing the big reveals with you all two weeks ago, so we know she's disappointed to be delayed.

First, I will be presenting the **Outstanding Team Award** which this year is a measure of what can be accomplished, over years of hard work, with input from all levels of the organization and the cooperation of various departments and divisions.

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Minority Women and Emerging Small Business firms; apprentices worked 130,000 hours; and 28% of the work was performed by minorities.

The day we celebrated opening the new bridge was amazing; a wonderful culmination of years and years of hard work and collaboration, and a wonderful way to celebrate the journey that this team and the public shared together.

Please join me in celebrating all the members of the Sellwood Bridge Project Team. The names of the members are listed on the slide behind me, but please, all of you please come forward.

[Shakes hands, and give Ian Cannon an opportunity to speak](#)

[Marissa Madrigal \(continues\):](#)

The final award we present today is the Chair's Excellence Award. Again, Chair Kafoury is certainly disappointed that she can't be here to present this herself.

Raymond De Silva received 4 total nominations in the category of Diversity and Cultural Competency, three individual, and one as part of a small group.

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Raymond, the Chair and I highly value the very tough work that you’ve been doing to foster communication and action with the EOC and for this, we honor you today with the Chair’s Excellence Award. Please come forward.

Shakes hands, and gives Raymond an opportunity to speak

- **Marissa Madrigal (continues):** Thank you so much to everyone for joining us today, and thank you, as always, to the Employee Recognition

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