

**Agenda Suggested script
Employee Awards Ceremony
Wednesday May 8, 2013 10:30-11:30 AM**

- Chair Cogen – Welcome/Introduction

For four years we've been formally recognizing Multnomah County employees for their excellent service and innovation. Nominations for this event are timed to coincide with national Public Service Recognition Week, which honors the men and women who serve our nation as federal, state, county and local government employees. This year's theme for the week is "Why I Serve" and the nominations we received this year were a clear indication of the passion our employees have, for serving this community.

For this formal recognition program, nominations are solicited from employees and the public in the areas of:

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

This year nomination web-forms were made more accessible to the public with a noticeable link on the Multco home page, and it paid off...for the first time ever we had nominations from non-employees. In fact...we had ten.

The program received over 50 nominations including over 250 employees. The Employee Awards Selection Committee had the tough job of narrowing down the nominations to the winners that we are here to honor today.

The nominations were objectively reviewed to evaluate how they demonstrate a commitment to public service, respect for diversity, and exceptional or innovative ways of conducting Multnomah County's business.

All the nominations show us that our employees maintain their commitment and dedication to providing high quality and innovative public service. Today we take the time to honor all Multnomah County employees and highlight a few who inspire us.

- Chair Cogen:

I would like to start off with the Employee Innovation Award. The purpose of this award is to recognize employee innovations to improve work processes, which result in monetary savings or significant operational efficiencies.

This team was tasked with taking the county from the Central Stores and Warehouse system that had been in place for over 40 years, to an entirely new way of ordering supplies, and getting them where they were needed. Through a high level of inter-departmental cooperation and coordination, a strategic sourcing plan was pursued that would improve the efficiencies of ordering and shipping supplies; would eliminate the need for warehousing and distribution of those supplies; and as a result, could save the county both time and money.

The implementation was completed in a very short period of time, on budget and as planned. As a result of the implementation of the MultcoMarketPlace, the County was able to close and vacate 36,000 square feet of Warehouse space and terminate the lease. In addition, all of the staff that had jobs impacted by these changes found other positions at Multnomah County. Overall, the net annual savings will exceed \$500,000 per year.

Please join me in congratulating the Multnomah Evolves-Central Stores Team as they come forward to receive the Multnomah County 2013 Employee Innovation Award.

Contributors were:

Aimee Ortiz

Barry Zimerman

Catheraine James

Chris Wingerd

Claudia Arvidson

Colleen Bowles

Darren Chilton

David Harris

David Papworth

Diana Hoeft (hoft)

Dorian Gualotunia

(gwal-uh-tune-ya)

Dorothy Johnson

Dwight Wallis

Erik Garris

Erin Amundson

Garret Vanderzanden

James Smith

Jane Williams

Jeffrey Hagen

Jim Norling

Jim Randazzo

Joanne Fuller

Joe Trussel

Julie Neburka

Julie Maggio

Kelly Wilhelm

Ken Convery

Korrie Hicks

Korie Erickson

Larry Bartasavich

Liz McCormick

Madeleine Mader

Mike Waddell

Nancy Smith

Nick Pizzuto

Percy Winters

Perry Guthrie

Robin LeConche (le conk)

Robin Walton

Sherry Swackhamer

Todd Treadway

Tony Dornbusch

Vincent Bargas and

Wendy Lear

- Shakes hands, and gives someone on the team an opportunity to speak
- Chair Cogen: ***I would now like to introduce Commissioner Smith who will be announcing the Diversity and Cultural Competency Award.***

- 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 and that model the county's core values related to diversity and cultural competency.

Victoria Cross is just that champion. Victoria took the initiative to create an Employee Resource Group for Immigrants and Refugees, from the initial charter to active facilitation. This group helps employees in gaining better self-awareness, advancing their knowledge about the American workforce, and in utilizing and enhancing their skills. This Resource Group also assists employees in achieving their full potential, helping in their career progression, and preparing the Multnomah County workforce to meet future needs.

Victoria arranges for interesting speakers, on topics that are informative, professional and pertinent. Her involvement has been so successful, and so respected, that she presented a workshop on how to develop and implement an Employee Resource Group at the Diversity Conference last fall. Victoria's people skills, compassion, and her ability to bring people, places and traditions together are admirable.

Please join me in recognizing Victoria Cross as she comes forward to receive the 2013 Multnomah County Diversity and Cultural Competency Award.

- Shakes hands, and gives **Victoria** an opportunity to speak
- Commissioner Smith: ***I would now like to introduce Commissioner McKeel who will be announcing the next two awards.***

- Commissioner McKeel:

The purpose of the Outstanding Team Achievement Award is to recognize members of work teams that add significant value to the organization and reflect efforts made above and beyond normal work duties or performance expectations of a team.

The MCSO Project Team came together to basically overhaul the MCSO IT applications, programs and systems. It was an enormous project that was cross-functional and cross-departmental in nature, pulling from 6 work units in IT and the Sheriff's Office. The team utilized a model of team integration that improved interactions and communication and resulted in faster development time. This project was done in addition to the regular support of the MCSO applications, and during the roll out of the new data center at the East County Courthouse. They even gave up their Veteran's Day holiday to facilitate a smooth and successful cutover to the new environment. The nomination emphasized that this "coming together" of a team is rare, and is one of those moments that is almost magical.

Please join me in recognizing the team members of the MCSO Project Team as they come forward to receive the 2013 Multnomah County Employee Outstanding Team Achievement Award.

Team Members:

**Tami Williams
Andrew Potter
John Barkhurst
Karl Backstrand
Christopher Jam
Tiffany Hsiao (show – rhymes with cow)
Donna Ota
Nga Le (nah lee)
William Kwok (Kwok)
James Still**

**Margaret Duerscherl (der shul)
Eric Goodell
Lucy Phan (fan)
Linda Swanson
Tim Kurilo
Christopher Clancy
Stanley Mason
Stephen Robertson
Jason Heilbrun (hile-broon)**

- Shakes hands, and gives **Andy Potter** an opportunity to speak

- Commissioner McKeel:

The Sustainability Award salutes employees and teams that apply creative thinking to reduce the county's "footprint" on the environment. The award recognizes employees that implement new technology or methodology to

projects or daily operations that significantly reduces waste, prevents pollution, and/or provides a positive economic benefit.

The HVAC Engineer shop in Facilities was nominated in the Internal Customer Service category, but with strong aspects of Sustainability, we couldn't help but recognize them here. This team is responsible for all the heating and cooling systems around the county, from the ultramodern high tech systems of the new LEED Gold East County Courthouse to the obsolete mechanical systems of the historic downtown Courthouse. The HVAC Engineers do this 24/7, 365 days a year, and frequently working late in the evening.

As for sustainable practices, team members are dispatched from home, directly to the day's first worksite, in order to reduce unnecessary travel. They utilize mobile technologies to pick up their work assignments which aides in dispatching work and reducing paper consumption. They further reduce in those areas by electronically submitting work order close out information and their daily time accounting data. Their ongoing maintenance work and implementation of digital control systems are instrumental in generating energy and utility savings. By demonstrating the real dollars saved through careful building system scheduling and operation, this team enlightens and encourages clients to join us in our sustainable practices. Team members continually work to demonstrate that good energy stewardship is compatible with environmental comfort and makes good business sense.

Their most difficult task just may be the balancing of the County's Climate Action Plan with the comfort levels of their clients. They diplomatically convince us all that a sweater is much better for the environment than turning up the heat.

Please join me in recognizing the team members of the Facilities and Property Management HVAC Engineer Shop as they come forward to receive the 2013 Multnomah County Sustainability Award.

Team Members:

***Joe Gipson
Gary Donnelly
Kevin Hendley
Sam Loeung (Lung)
Shannon Thornton
Rodney Martin***

***Robert Hale
Robert Person
Cale Adams
Gary Henderson
Robert Griffiths
Bradley Cole and
Pierre Morton***

- Shakes hands, and gives someone on the team an opportunity to speak
- Commissioner McKeel: ***I would now like to introduce Commissioner Shiprack who will be announcing the next two awards.***

- Commissioner Shiprack:

The purpose of the Superior Public Service Award is to promote and recognize individual employees for outstanding customer and public service. There are two awards in this category. The first is for employees showing initiative in providing excellent service to a citizen or organization of the greater Multnomah County community, resulting in a notably satisfied and benefited external customer.

Mike Pullen has been the contact for the community on the Sellwood Bridge Project for the past 7 years. He has attended easily 100 meetings that frequently lasted late into the evening and can be full of anxiety, contention, frustration, and passion. Mike's patience, kindness and helpfulness never waivers, and he is frequently able to redirect conversations to more productive outcomes. He is up early to stay on top of traffic alerts from accidents or road closures. He maintains contact with hundreds of community members by email, and a Sellwood Bridge website provides instant information on details of the project.

Public engagement with the tight-knit Sellwood community has been crucial to the success of the project, and has helped maintain a positive atmosphere in this neighborhood. Mike is highly regarded by his peers as a model of how to communicate with the public and this project could not have come this far without his excellent work.

His supervisor, David Austin of the Communications office says: "There really is no one I know who juggles this many constituents and balances the needs of the public with the needs of the county as well as Mike. On our team, he's a role model of how we should best communicate the county's mission to the public."

Please join me in congratulating Mike Pullen as he comes forward to receive the Multnomah County 2013 Superior Public Service to External Customers Award.

- Shakes hands, and gives **Mike** an opportunity to speak

- Commissioner Shiprack:

The next Superior Public Service Award is for an employee showing initiative in providing excellent service to other county employees by being responsive to requests for services and/or improving procedures to enhance the efficient delivery of services; and providing customer friendly processes with commitment and professionalism.

Coury Coates is an amazing Case Manager in Developmental Disabilities, passionately providing resources and solutions to families in need. He does this on his own caseload, and while covering caseloads for other staff who are out on leave. In addition to this, he also has been a phenomenal resource to his entire Children's Program team as the point person for Family Support dollars. He, with limited support, has been the primary point for 30 other case managers to secure and obtain over 120 thousand dollars in funding for more than 250 families this year.

With Coury running point on Family Support Funding, backup to crisis support, collaborator with the business services and contracts unit for provider payments and fiscal intermediary functions, and covering as back up for kids crisis services, he has improved his teams ability to get their job done. He's the go-to guy for a myriad of services. He has been a tremendous asset to systems improvement and enhancements to the Children's Program.

He is always positive, always has a kind word, is very inspiring and encouraging, and he works extremely hard!

Please join me in congratulating Coury Coates as he comes forward to receive the 2013 Multnomah County Superior Public Service to Internal Customers Award.

- Shakes hands, and gives **Coury** an opportunity to speak
- Commissioner Shiprack: ***And now Chair Cogen will present his award.***

Chair Cogen:

In addition to the six awards the committee selected, as Chair I have the opportunity to recognize employees for their outstanding contributions that embody the county's values with the Chair's Excellence Award. This year I have the privilege to honor a team that received 5 separate nominations, in two different categories, and mostly from members of the community they serve.

*Bienestar (**Bee-en-eh-star**) de la Familia program staff go above and beyond every day and put passion into every activity. The nominations listed examples of incredible heartfelt efforts that have been made for families. These include: walking or busing to libraries with groups of students; providing meetings where community resources come to connect with families; and assisting migrant families to be more involved in their children's education. We heard how young people that Bienestar helped as children, have pursued camps and activities, or gone onto college with the help of grants and scholarships Bienestar helped them apply for; or helping a mom through the troubles of raising children in a community with gang issues. The families and community partners touched by Bienestar felt very strongly that they deserved recognition, and I have to agree.*

Please join me in congratulating the Bienestar de la Familia team as they come forward to receive the 2013 Multnomah County Chair's Excellence Award.

Team Members:

*Virginia Salinas (**Sah-leen-ahs**)
Fernando Sanjines (**San-heen-ess**)
Betty Espinel (**Ess-peen-ell**)*

*Julie Preciado (**Pray-cee-ah-doe**)
Raquel Aguillon (**Ah-ghee-yone**)
Nabil Zaghloul (**Zah-ghoul**)*

- Shakes hands, and gives **Nabil** an opportunity to speak

Closing – Chair Cogen

I want to take a moment to thank the members of the Employee Awards Committee for all the work they put into this event. I ask the committee members to please stand up.

This celebration of Public Service Recognition Week gives those of us in a leadership role, an opportunity to thank Multnomah County employees for all that you do. This gratitude does not stop with the activities of today but is a reminder to all managers and supervisors to take the time to communicate to your employees the importance of their work because no matter how small a task seems it is important to impact we have on our community. We look forward to seeing this recognition program continue. Thank you all for coming and please enjoy the refreshments in the back of the room.