

**Minutes of the Board of Commissioners
Multnomah County, Oregon
501 SE Hawthorne Blvd., Portland, Oregon
Wednesday, May 6, 2015**

EMPLOYEE AWARDS CEREMONY

Chair Deborah Kafoury called the meeting to order at 10:36 a.m. with Vice-Chair Jules Bailey and Commissioners Loretta Smith and Diane McKeel present. Commissioner Judy Shiprack was excused.

Also attending were Travis Graves, Director, and Kelli Gallipi, Coordinator, Employee Recognition Events – Human Resources and Marina Baker, Assistant Board Clerk.

Chair Kafoury welcomed everyone and made the introductions. She said it takes thousands of employees to deliver the diverse array of services that Multnomah County provides and that every job is essential. Every employee, regardless of where or what they do, makes a positive impact on our community every day. She said she takes great pride in Multnomah County's diverse, dynamic work force, and hopes every employee in every department feels appreciated and recognized for their important contributions to our organization and our community.

Chair Kafoury stated that this event celebrates National Public Service Recognition Week, and gives the Board time to recognize employees for their achievements. More than 50 Nominations were 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; and
- Sustainability

The nominations were evaluated on how they demonstrated a commitment to public service, respect for diversity, and exceptional or innovative ways of conducting business.

Chair Kafoury invited everyone to honor all the remarkable individuals and teams within the County organization. She began by presenting the Internal Customer Service Award. This award recognizes individuals for outstanding customer service to fellow county employees.

Katia Perez, a Case Manager for Developmental Disabilities at DCHS, was nominated for her determination and initiative, in keeping a housing program going when funding was lost. She ensured that the other 70 case managers still had access to the \$350,000 housing budget to provide access to rent and utility assistance, motel vouchers, and shelter plus care. 400 families were able to stay together as a result.

Katia did her job with dedication, while remaining helpful and pleasant. The Board and employees congratulated her and she was honored for Superior Public Service to Internal Customers.

Commission Smith said that 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.

She said she had the honor of recognizing Byrd for her contributions at the library and beyond. Byrd used innovative and unusual outreach programs to promote a love of literacy in Multnomah County in general, more specifically, Portland's African American Community. She attends Good in the Hood every year and passes out free books for everyone from infants to adults. Byrd partnered with local hair salons to ease access to reading during the summer by providing parents and children with books. Byrd created "Black History Month: More Than Martin Luther King Jr. and Rosa Parks", which highlighted a different person on each day of the month. These people were less well known, yet extraordinarily important in the history, development and growth of our country and community.

The Board and employees congratulated Byrd who was honored for the Diversity and Cultural Competency Award.

Commissioner McKeel said the Employee Innovation Award recognizes employee innovations to improve work processes, which result in monetary savings or significant operational efficiencies for the county. She said she was honored to recognize Captain Monte Reiser for creating a search and rescue team that could augment existing search and rescue resources in remote hiking areas because of their trail knowledge and physical ability. As a result, the Green Hornet Wilderness Law Enforcement Services and Trail Rescue Team was conceived to expedite faster rescue for lost persons in the Columbia River Gorge region. The employees participating in this group have agreed to be available to respond to search and rescue operations within specific timeframes, meet training requirements and maintain physical condition necessary to complete the job. They are able to provide a unique service available to residents and visitors in the Columbia River Gorge.

The Board and employees congratulated the Sheriff's Office Trail Rescue Team including: Monte Reiser, David Jackson, Kent Krumpschmidt, Aaron Sieczkowski, Tim Wonacott, Jessy Brown, Kevin Baird and Rafael Cortada.

Commissioner McKeel also presented the Superior Public Service to External Customers Award. She said this award recognizes individual employees for outstanding service to the citizens of Multnomah County.

Reid Craig is very committed to the Rockwood community. He has worked at the Rockwood Library providing outstanding service to children and families for over 12

years. He noticed that kids between the ages of 7 and 14 were coming in to the library to ask for homework help. Many younger children needed to read aloud for 20 minutes to an adult who would help with pronunciation, but their parents were working evenings, and coping with language barriers. Kids were even waiting up to two hours to use a computer to type up their assignment. He started the Homework Club. Working with volunteer services, he developed a unique volunteering and tutoring program. Teen student volunteers work with younger students to provide tutoring and homework guidance. There have been over 600 homework sessions, averaging 40 minutes, since February 2014, with over 50 youth volunteers speaking 15 different languages. Because of Reid's tremendous work, students can now visit the library for homework help every day after school until closing and all day on weekends.

The Board and employees congratulated Reid on his Award.

Commissioner Bailey presented the Sustainability Award. It salutes employees and teams who apply creative thinking to address the root causes of environmental, social or economic inequities that lead to disproportionate impacts on the most vulnerable communities within Multnomah County – inequities that, if left unaddressed, will increase the need for our safety net services. He said there were two awards in this category – one to a team and another to an individual.

He said he had the honor of recognizing Briana Framer. Briana works for the Assessment and Referral Center, which provides services to help offenders, especially special needs offenders, successfully integrate into the community. Many clients are without money, income, food, and other necessities. This unit distributes 300 care packages a month with toiletry items and food.

Briana took the initiative to look into better ways to source these items, and make wiser choices about content and sustainability. Plastic bags were changed to reusable string bags. Raisins replaced the candy and convenience foods were sourced for higher nutrition, and lower sodium and fat options. All products containing triclosan were eliminated. Briana incorporated her clients' feedback and ensured their preferences were considered. Items were sourced with consideration to environmental, health and social impacts. He said Briana's work inspires a sense of purpose, contribution, value, and hope to clients, employees, and the community.

The Board and employees congratulated Briana on her Award.

Chair Bailey presented the next recipient which is the Regional Sustainable Surplus Property Network.

He said Central Purchasing worked with an array of partners and established a new system to handle surplus that prioritizes reuse and recycling. The County is no longer paying to store unused surplus materials, instead donating them to other government agencies or nonprofits thus helping to save money, and the reuse of existing materials obviates the need to buy new items that have an associated environmental impact. We

have collected over 53,000 pounds of surplus property; and 98% has been reallocated or repaired and is back in use, and has provided the data necessary to launch this program regionally, for even greater impact.

The Board and Employees recognized this large and diverse team.

Commissioner Bailey said Commissioner Shiprack was unable to attend, so he would present the Outstanding Team Achievement Award on her behalf. She said it 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.

She said anyone who has been with the County for a while knows that Benefits Open Enrollment was a chore. It was a chore for the Benefits Office because they had to prepare all the packets, which were different for each bargaining unit, and have them printed, and envelopes stuffed, and pay for printing and shipping these huge packets. Then most employees would receive this big packet, sort through it and get various papers back to the Benefits Office for the new enrollment. Others, who had no changes, would end up recycling the entire packet. Not only did it require a lot of staff time and resources, but it was expensive and not very sustainable. The effort completed by the Central Benefits Office and multiple IT teams was based on the inspired ideas of Tami Mahrt. The collaboration of these teams resulted in an improved experience for County employees during the Open Enrollment period. Despite any roadblocks they encountered, the team worked together, openly discussing a variety of options and fixes, and finding new ways to achieve the end result, a successful online open enrollment process for all county employees for the fall of 2014.

The Board and Employees recognized this team.

Commissioner Shiprack said the next award is the Committee's Choice Award, which recognizes a nomination the scoring committee feel captures the essence of this award program – a nomination that inspires all of us to take pride in our service to the community.

She said The recipient of the Multnomah County Committee's Choice Award is the Convergence Project Core Team. They implemented the Voice over Internet Protocol (VoIP) system that gave us our new phones. Between December 2012, and June 2015, this team was tasked with designing, building, implementing, and transitioning 83 county buildings to the new phone system. They were done in waves every 45 days, with the team working Friday nights and weekends on 13 different weekends to ensure that phones were migrated without impacting the staff by the change. They scheduled personal lives and vacations around this project for over 2 years so that they would never miss a deadline. Due to this, they completed the project a full 4 months ahead of schedule. Positive feedback poured in about the transition, and about all the help that was made available to ease the adjustment to a new system. The new system means moving and changes to phones can be done internally and much faster than previously possible. The change also gave the team the opportunity to update and streamline

automated answering systems and call centers, improving customer service and wait times.

The team improved with each roll out, and by the end made it look easy and effortless. Many other teams and IT staff noticed the dedication and commitment over such a long period of time.

The Board and employees congratulated the Convergence Project Core Team on receiving the Committee's Choice Award.

Chair Kafoury said she had a wonderful opportunity two weeks ago, to go around the county surprising these individuals and teams in their work places to let them know they had won. When we arrived at this next team's location, they were all geared up, and ready to take us out on a boat tour, and as it was a nice sunny day, it was hard to resist.

Chair Kafoury said the Sheriff's Office River Patrol Team is really doing work this year that resonates with her personally. She said we are all aware of the issue of transient boaters, the homeless folks who are making their own temporary housing on the rivers. The River Patrol Team is reaching out, connecting with people, providing resources to shelters, temporary housing, and other resources, that can help them get back on track to more permanent housing solutions.

The Board and employees thanked the River Patrol Team for their dedication and compassion towards our vulnerable homeless community with the Chair's Excellence Award.

Chair Kafoury recognized the hard work of the Employee Award Selection Committee. They did a lot of hard work soliciting, reading and scoring the nominations as well as putting together this ceremony.

Chair Kafoury thanked everyone for coming and invited them to stay for photos of the winners followed by refreshments in Room 112.

ADJOURNMENT

The meeting was adjourned at 11:15 am.

Submitted by:

Lynda J. Grow, Board Clerk and
Marina Baker, Assistant Board Clerk
Board of County Commissioners
Multnomah County, Oregon