



the County Chronicle

QUARTERLY
July-Sept 2010

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HUMAN RESOURCES INFORMATION AT YOUR FINGERTIPS

The Human Resource department has expanded its page on the Delaware County’s website to better serve our employees. Information and many standard forms are readily available through the Delaware County website at www.co.delaware.in.us. This will allow our staff to access these forms at their convenience.

Once on the County website, the Human Resources page can be found by following these steps:

- Click on “Your Government” located at the top of the page
- Select Health & Human Services: Human Resources: Current Employees

On the “Current Employees” page, you will find a list of HR-related sections. In each section, information sheets and forms are offered for your convenience. Just click on the file you need, and if it is a form, print and fill it out. After these forms have been completed, please drop them by the Human Resource department for furthering processing.

Submit info and updates for future newsletters through the County’s new website by following these simple steps:

1. Go online to www.co.delaware.in.us
2. Go to the “*Your Government*” Tab at the top of the website
3. Scroll down to “*Health and Human Services*”
4. To the right click on “*Human Resources*” page
5. Once there go to the bottom left and under **More Information** click on the “*Action Center*” link
6. Once there, under **Applications**, click on the “*County Newsletter Article Submission Form*”
7. From here you can fill out the required information, and copy and past the content of your submission

For any questions e-mail Jason Donati at jdonati@co.delaware.in.us or call extension 253. All pictures related to article submission must be emailed in an attachment to jdonati@co.delaware.in.us.

OFFICE WEARS JEANS FOR A CAUSE

April was Child Abuse Awareness Month and in an effort to raise awareness and money for Meridian Services’ Child Abuse Walk (held on April 10). The Family Support and Prosecutors offices donated \$1 per day for the privilege of wearing blue jeans to work in April. Together, they raised \$236 for Child Abuse Awareness. Great job!!!



Delaware County Emergency Management Launches “Nixle”

Delaware County Emergency Management launched a new Community Notification Service called “Nixle” to improve communication with people who live, work, and visit our area. The system provides a quick, efficient, and secure way to get neighborhood-level information to community members who subscribe to the system. Through www.nixle.com, the department will be able to send text message (SMS) and e-mail alerts to subscribers in a specific area, down to .25 miles.

Notifications might be considered in the following instances:

- A young child or adult with Alzheimer’s disease walks away from their home. The alert can include a picture of the child or vulnerable adult with a map identifying the area in which they were last seen.
- A public safety emergency requires people to stay in or remain away from their homes. A Nixle alert can let residents with a registered address in the affected neighborhood know what’s happening, allowing residents to take a proactive role in their own safety.
- A serious injury or fatal crash in which traffic investigators close down an intersection for several hours during the morning commute. This situation might warrant a notification to subscribers who live or work in the area, encouraging them to select a different route to work.
- Other uses: Large-scale public works projects, traffic safety implications around large fire scenes, community events such as parades, fireworks, picnics, etc., details about a case of H1N1 (“swine flu”) in the area, city council meeting information, utility outage advisories/boil orders, etc.

Through Nixle we will deliver messages securely to citizens by e-mail and cell phone, supporting and expanding our community outreach efforts. Obviously, the system will be most effective when we have large numbers of subscribers.

Please spread the word about our use of the system and add this information to the bottom of your e-mail signature: “Up-to-the-minute updates from city agencies by e-mail and cell phone: www.nixle.com” Nixle is a secure communications service available to municipal, county, and state government agencies. There is NO spam or advertising associated with Nixle Municipal Wire messages. The system is available at no cost (standard text message rates apply for subscribers who do not have text plans with their cell phone providers).

If you have suggestions for potential Nixle publications that might interest citizens, please share them with Jason Rogers, Delaware County EMA by e-mail or phone. Residents can receive technical and non-technical assistance directly from Nixle sending e-mail to support@nixle.com.



Delaware County Selects New Health Care Administrator

Delaware County is committed to offering a comprehensive, cost efficient and competitive benefits package to all eligible employees, elected officials, and retirees. We continue to be aware of developing trends and opportunities in the benefits marketplace. After careful research and consideration, we are pleased to announce the selection of Unified Group Services (UGS) as our new health coverage administrator.

UGS will administer our health, dental, and vision coverage beginning August 1, 2010. Currently enrolled individuals, or those who enroll during the open enrollment period from July 1-31, automatically will have their coverage transferred to UGS.

Despite a modest increase in monthly premiums, the Insurance Committee believes UGS is providing strong coverage consistent to what the County has previously been receiving at the lowest overall cost available to both participants and the County. The County will continue to contribute a major portion of your healthcare premium.

Representatives from UGS will be on hand during upcoming Health Insurance Information sessions to talk about the transition to the new program, discuss minor changes to the plan, and introduce you to various tools that can help you as you navigate the complicated world of health care.

All sessions will be held in the Commissioners' Courtroom, Delaware County Building, 3rd Floor, Room 309A.

Tuesday, July 20, 2010

9:00 a.m.

10:00 a.m.

Wednesday, July 21, 2010

1:00 p.m.

2:00 p.m.

FUN CHALLENGE

This first person to e-mail me a list of recommended native plants to go in a "Partial Shade" rain garden will receive a prize! jdonati@co.delaware.in.us.

Clue- the list can be found on www.raingardenregistry.com

One more hint- there are 14 plants total!

Live and Historical Local Weather Readings in Delaware County

About:

The “Delaware County Weatherweb” is a network of weather sensors located throughout Delaware County. The Capricorn 2000 weather stations provide temperature, wind direction, humidity, rainfall, wind speed and many other meteorological readings. These readings are captured and displayed on this web site compliments of the Delaware County EMA Office.

How to use the Delaware County Weatherweb:

The Weatherweb uses a series of drop down boxes and links to find the data you desire. On the left frame the “Weather Variable” area can be clicked on and you may chose the type of data that will show on the map area. You may also click a location on the map to bring up detailed information on the reporting site along with detailed weather observations. This “Detailed” page also shows the time we received the last record. Once on a detailed page, you can click on the drop down box that reads “Station Locations” to select another site, or you can view history information (Daily, Monthly, or Yearly) by clicking the drop-down arrow under “Weather Variable.”

For more information about our pages, or how to get a weather station at your home/business please contact the Delaware County EMA Office at 765-747-4888.

See the Weatherweb at: <http://www.weather.co.delaware.in.us>



Know What's Below! Call 811 before Digging!

DCEMA promotes safe digging for summer projects. Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job. Never make assumptions about whether or not you should get your utility lines marked; every digging job requires a call-it's fast and free. Dial 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local One Call Center. Tell the operator where you're planning to dig and what type of work you will be doing, and your affected local utilities companies will be notified about your intent to dig. In a few days, they'll send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below - and be able to dig safely. Remember, always call 811 before you start any digging project! You'll avoid injury, expense, embarrassment - and a very inconvenient day in the dark.

New Aerial Imagery Available



Delaware County has received new aerial imagery that was acquired in March and April of this year. This new imagery was provided by Pictometry, and is called “oblique imagery” because it is taken at approximately 45-degree angles, which allows the user to view any location from all 4 directions (North, South, East and West). In addition to the oblique images, county-wide straight-down imagery is available to all existing GIS users, and will be available to the public through the Beacon GIS website in the coming weeks.

This imagery is available to any government office or agency that could benefit from it. Offices are required to have existing access to the County/City network in order to retrieve the images. The software to view the images is called “Electronic Field Study” and is available at no charge to the offices. It is a relatively basic program that allows users to search by parcel number or address and returns the imagery for that location, as well as overlaying parcel lines and information.

Special tools allow users to measure distance, height of objects, and area calculations on the ground and horizontal surfaces.

If your office or agency is interested in seeing a demo, or would like to have it installed, contact the GIS department at 213-1269. Training on the software will be held soon; contact the GIS dept for availability and times.



Quiz



What American city is second ONLY to Washington, D.C. for the number of veteran monuments ?

Answer: Just down the road in Indianapolis. The Indiana War Memorial Commission operates over 24 acres, two museums, and three parks dedicated to the courage and sacrifice of Hoosier veterans. Starting at the Soldiers' and Sailors' Monument in the Circle, and going north on Meridian- it includes University Park, The Indiana War Memorial Museum and the American Legion Mall; from there head west to the canal, USS Indianapolis Memorial, and gift shops.

All of these exhibits are open to the public- Wednesday to Sunday- and admission is free. (There is a dollar charge to ride the elevator in the Soldiers' and Sailors' Monument.)

As a member of the Board of Commissioners for the Indiana War Memorials, we want Hoosiers to know about Indiana's best kept secret. <http://www.in.gov/iwm/>

Submitted by Jerry Griffis

Last issue we asked employees to submit any memories or stories about the old County Courthouse.

Emily Wiley submitted the following:

“If you head down to the State House, there is a beautiful picture on display of the old Courthouse painted by none other than our own Kathy Crawley in Circuit Court 4.”



COMMUNITY ANNOUNCEMENTS AND EVENTS

Health Insurance Open Enrollment

Delaware County's annual health insurance open enrollment will take place July 1 – July 31. Coverage elected will be effective August 1, 2010. Contact Human Resources for further information or enrollment forms.

What is the Tour of Muncie?

A one day, six-stage bicycle tour (not a race) looping throughout the City of Muncie, highlighting the neighborhoods, culture and earth-friendly initiatives that our community has to offer and to promote cycling in our community!

Who can do it?

Anyone wanting to take a bike tour of the city, spend a day riding with friends, meet new friends, and discover parts of the city you don't usually see.

\$5 registration fee benefits Muncie-Delaware Clean & Beautiful

First 100 participants receive a green bag, t-shirt, and water bottle.

When?

July 24th, 2010 (Rain or shine!)
Registration starts at 8:00-10am
Group ride starts at 8:30 am
Ride support ends at 6pm

This event is sponsored by the Muncie Sanitary District, the Muncie Delaware Stormwater Management Department and the GIS Dept.

www.TourOfMuncie.com

**SUBMIT YOUR ANNOUNCEMENTS AND EVENTS
FOR THE NEXT QUARTERLY NEWSLETTER
E-MAIL jdonati@co.delaware.in.us**



MARK YOUR CALENDARS

- **JULY 18TH- 24TH: DELAWARE COUNTY FAIR**
- **JULY 24TH, 8AM-6PM: TOUR OF MUNCIE**
- **JULY 31ST- CREEK FEST @ PRAIRIE CREEK RESERVOIR**
- **AUGUST 2ND - 6TH: CAMP PRAIRIE CREEK**
- **AUGUST 5TH, 10-4PM: BLACK EXPO HEALTH FAIR**
- **AUGUST 7TH-8TH: MUNCIE RIB FEST**
- **SEPTEMBER 11TH, 8AM: WHITE RIVER CLEAN-UP**
-WWW.MUNCIEDELAWARECLEANANDBEAUTIFUL.ORG
- **SEPTEMBER 18TH, 9AM-4PM: LIVING LIGHTLY FAIR**
-WWW.LIVINGLIGHTLYFAIR.ORG



Families Take A Step Towards Good Health
with Free Health Screenings at the

**15th Annual Health, Employment &
Community Information Fair**

Thursday, August 5, 2010, 10:00 am - 4:00 pm
Horizon Convention Center, 401 S. High St., Muncie

Sponsored by the Indiana Black Expo Muncie Chapter, MITS,
Delaware County Health Department and Open Door Health Services

**Blood Pressure Screening ~ Clinical Breast Exams ~ *School Physicals ~ Sickle
Cell Testing ~ PSA Prostate Cancer Blood Tests ~ Cholesterol ~ Glucose ~
*Childhood Immunizations ~ HIV Testing ~ Dental Screenings and Many
More!**

***For school physicals, ALL patients must be registered by 3pm
*Must bring shot records for ALL IMMUNIZATIONS**

*Giveaways - Parent, Financial, Tobacco Use & Oral Health Issues Workshops-
Vendors and More!
Free MITS Bus Rides All Day!!!*



July 31st, 2010 - GATES OPEN AT NOON
1st Annual Bud Light Creekfest at the Prairie Creek
Reservoir!

Get your FREE Creekfest Ticket and you're in all
day.

\$5 Parking Charge per car to benefit the Reservoir

TO GET YOUR FREE CREEKFEST TICKETS:
Tuesday 7/20 - 4pm-6pm, Benson Motorcycles, Inc.
Wednesday 7/21 - 5pm-7pm, Baskin Robbins
Thursday 7/22 - 11a-1p, Dry Dock Marina
Thursday 7/22 - 4pm-6pm, JB's Leather Apparel
Tuesday 7/27 - 5pm-7pm, McDoogles Family Fun

ATTENTION COUNTY EMPLOYEES

DELAMEDS MAIL ORDER PRESCRIPTION PROGRAM

Did you know you might be able to get your maintenance medications free? Delaware County is a participating member in the DelaMeds program. This program offers employees, dependants, and retirees brand name, approved medications, identical to what is currently being taken, at a much lower price. The co-pay is \$0 for all drugs offered through DelaMeds.

Employees, dependants, and retirees who are eligible for benefits are automatically enrolled the DelaMeds program. Just send in your prescription and order form to get started.

There are a number of ways which to access the list of prescription medications & prescription order form:

- Visit the Human Resources page on the Delaware County website, www.co.delaware.in.us
- Visit the DelaMeds website at www.delameds.com
- Stop by the Human Resource office to pick up an information packet and prescription forms

To process your order, submit a completed, signed enrollment form along with the prescription. Be sure to ask your doctor for a 3-month prescription with 3 refills. Also, it is recommended that if this is a new medication for you, the medication should be taken for 30 days before ordering through DelaMeds to ensure it works for you. Please allow 20 days for delivery of medications.

MEDITERRANEAN CHICKPEA STEW

Ingredients:

- 2 tablespoons olive oil (or vegetable broth)*
- 2 cloves garlic, chopped*
- 1 yellow onion, chopped*
- 1 green bell pepper, chopped*
- 4 medium zucchini, chopped*
- 1 (28-oz) can diced tomatoes, drained*
- 1 can chickpeas/garbanzo beans, drained*

Salt and pepper, to taste

Cooked couscous (with fresh parsley, oregano, basil, or mint mixed in)

Directions:

- 1. Heat oil/broth over medium heat in a large skillet. Add garlic and onions and cook for 5 minutes until translucent.*
- 2. Add green peppers and cook 5 minutes more. Add zucchini and cook for 15 minutes.*
- 3. Add tomatoes. Bring to a boil, then reduce heat to medium low and cook for another 20 minutes, or until zucchini is soft and translucent but still holds its shape. Stir in chickpeas, salt, and pepper, and cook for another 5 minutes. Serve over couscous.*

Submitted by Lisa Abner, GIS Department



COOK'S
CORNER

FOCUS ON 5 KEY STRATEGIES TO IMPROVE COMMUNICATION SKILLS

Effective communication is one of the biggest factors in successful leadership. Without good communication skills, managers often fail to gain commitment from employees, achieve business goals and develop rapport with the people on their team. In short, they can fail as leaders—no matter how good their intentions—if they fail to be good communicators. The good news? Managers can enhance their communication skills by committing to and practicing these five key strategies:

1. Listening.
2. Facilitating.
3. Questioning.
4. Using discretion.
5. Directing.

First and foremost, the most effective leaders know when to stop talking and start listening. This is especially important in three situations: when emotions are high, in team situations and when employees are sharing ideas. Extreme emotions, such as anger, resentment and excitement, warrant attention for both personal and business reasons. On a personal level, people feel acknowledged when others validate their feelings, and when managers ignore feelings, they create distance between themselves and their employees. From a business perspective, emotions can also interfere with clear thinking. Allowing employees to address their emotions helps them move beyond the situation at hand and get back to business. Managers can develop stronger relationships with employees while enhancing productivity simply by listening to their employees when emotions are high. Listening also is critical in team situations, which involve multiple personalities, complex dynamics, and competing agendas. By listening carefully, managers can ensure that everyone is working toward the same goal. Listening also helps managers identify and address conflicts early, as well as facilitate healthy working relationships among team members. Listening is vital when employees are sharing ideas. When managers stop listening to ideas, employees stop offering them, and managers are essentially cut off from the creativity and expertise of the people on their team.

The basic fundamentals of good listening include the following:

- Attending closely to what's being said, instead of focusing on what you want to say next.
- Allowing others to finish speaking before taking a turn.
- Repeating back what you've heard to give the speaker the opportunity to clarify the message.

Facilitating communication goes beyond listening; you're actually leading a conversation. Good facilitation consists of a continuous cycle of three steps: hearing what is said, integrating it into the topic at hand and saying something to move the conversation forward. For example, imagine a manager facilitating a meeting in which she and her team are developing goals for the coming year. The conversation might sound something like this:

Manager: As we develop our goals for next year, it's important that we hear from everyone in the department. What are your ideas?

Employee 1: I think it's important that we get productivity up. I notice we have a pretty relaxed pace around here, and it gets frustrating when some people are working hard and others seem to be contributing less than others.

Manager: OK, so we need improved productivity. What would that look like as a goal?

Employee 2: Actually, I think it's more a matter of setting a higher sales goal than improving productivity in the office. We don't just need to be busier, we need to get better results.

Manager: I see. So the idea is that we should set higher sales goals for everyone, which would consequently address the productivity issue. Is that right?

Employees: Yes.

Note that the manager repeated what she heard so that the employees could verify its accuracy. She also integrated each comment into the topic at hand—tying the first employee's frustration with productivity to the task—goal-setting—and connecting the second employee's point about sales to the topic on the table—productivity. Although her employees were providing the input, the manager stayed focused on the task of preparing goals and led all comments in that direction.

Good facilitation skills help managers become leaders because they are able to garner the input of everyone in a group while keeping them focused on the task. It's especially useful when guiding a team toward a desired outcome, such as developing a strategic plan, putting together a joint project or coordinating activities.

Questioning is how we get information, but it's important to remember that different kinds of questions yield different kinds of results. For example:

- Closed questions elicit yes/no answers. Use them when you simply need to check the status of an issue. Has the report been completed? Do you know what to do? Can you get that to me by Friday?
- Open questions elicit longer responses. Use them almost anytime you want more than a yes/no answer, such as seeking input from others, looking for information about a particular topic or exploring a problem. What do you think would be the best way to go about this? How are you doing on that project? What went wrong? These kinds of questions give others the chance to provide the information they have and to avoid the innumerable consequences that can come when leaders make assumptions without becoming well-informed.
- Personal questions have a special role in leadership. Inappropriate personal questions, such as asking direct reports if they are dating anyone, can alienate employees. Appropriate personal questions, however, can create a sense of camaraderie between employee and boss. Ask whether employees had a nice weekend, inquire about their families or follow up on common interests to connect on a personal level. Knowing when not to speak as a leader is just as important as speaking. Managers must understand that the moment they don a new title, they become a leader—one who others look to for guidance, direction and even protection. Good leaders adopt a policy of discretion, if not confidentiality, with their employees. Only then can they develop the trust that is so vital to productivity.

Confidential situations may arise in a number of areas, personal and professional, including the following:

- An employee involved in a direct conflict with another employee.
- An employee concerned about another employee's conduct.
- An employee's declining performance.
- An employee's health issue or personal problem.
- An employee's desire for advice on how to excel without being seen as cozying up to the boss.

In any of these cases, the employee is facing circumstances that affect him personally and could affect business if not addressed effectively. By inviting a confidential conversation, you could help your employee discuss a situation openly and develop strategies to handle it well. But if your trustworthiness is questionable, your employee won't believe a candid discussion is possible. To communicate that you can be trusted, tell employees directly that you are always available for private conversations when needed. This further assures employees that the conversation will be kept confidential. Then keep that promise. Remember, actions speak louder than words.

Employees doubt the discretion of managers who talk behind their employees' backs, gossip or show favoritism of any kind, which leads to communication shut down. Directing comes last on the list of communication strategies because it is the one strategy that should be used less often. Many managers direct their employees because they believe it's the only way to get things done. It's not. The other forms of communication discussed above—listening, facilitating, questioning, using discretion—are better able to get employees working more productively in a spirit of cooperation and in a more friendly environment than directing. But directing has its place, when you want to give directions clearly and unequivocally so that employees know exactly what to do and when. It's best used in times of confusion or when efficiency is the most important goal. Although it can be effective, directing also can lead to complacency on the part of employees who may adopt an "I just do what they tell me" attitude. Use it sparingly.

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A Few Rules for Successful Internships

With the summer internship season upon us, it's a good time to think about making the most of summer interns—but that doesn't mean palming off work that other employees are trying to avoid. Interns are looking for meaningful experience that is related to their field of study, and a successful internship program for both parties only occurs if you're willing to provide work that will look good on an intern's resume.

Here are a few other tips to keep in mind:

- Consider carefully what qualifications you want your interns to have. To entrust an intern with meaningful work, you need to consider what kind of credentials the intern will need to perform.
- Ensure ahead of time that office supplies, computer access and workspaces are available.
- Plan for time to supervise your interns. An intern is no solution to your work overload if you don't have the time and energy to oversee the work that a successful internship requires.
- Set aside time to provide ongoing feedback and to conduct a formal performance review.



STORMWATER MANAGEMENT INSTALLS 70 RESIDENTIAL RAIN GARDENS IN THE WHITELEY NEIGHBORHOOD

Muncie Delaware Stormwater Management in partnership with an AmeriCorps NCCC team from Vinton, Iowa installed 70 residential rain gardens during a recent 6 week project. The Rain Garden project was funded by a grant from the Center for Disease Control. It is three year grant which has included rain barrel workshops and distributions, the installation of three large community rain gardens in Whiteley and 70 residential rain gardens throughout the neighborhood.

Goals of the grant include stormwater pollution prevention by catching stormwater and filtering it through rain gardens before recharging the groundwater. Rain Gardens also encourage better drainage which helps prevent stagnant water in the community.

A Rain Garden is a dug depression, commonly 10 feet long and 7 feet wide and 6 to 8 inches deep, that is planted with native plants, grasses and flowers. Native plants have better root systems that dig deep into the soil which helps them withstand long periods without water and help them absorb large amounts of water. A Rain Garden absorbs 30% more water than the same size area of lawn.

We encourage you to visit some of the many Rain Gardens through out the City such as the Mc Culloch Park demonstration Rain Gardens off the East Centennial Entrance to the park or the large one at the Roy C. Buley Center right off Martin Luther King Jr. Blvd.

For more information on Rain Gardens please visit www.raingardenregistry.com or contact Jason at jdonati@co.delaware.in.us.



VOLUNTEER OPPORTUNITIES

White River Clean-Up 2010

Interested in volunteering at the this year's White River Clean-Up? This year's clean-up will be Saturday, September 11th starting at 8am. Volunteers are needed for set-up, clean-up, serving food, etc. Volunteers will receive a free t-shirt for participation. Contact Jason at jdonati@co.delaware.in.us to sign up or for more info!

Camp Prairie Creek 2010

We are seeking volunteers to help with CPC this year to help with set-up, clean-up, camp counselors, serving food, etc. CPC will be August 2nd - August 6th from 9am to 3pm every day. Campers will be between the ages of 1st through 8th grade, and Camp takes place at the lodge at Prairie Creek Reservoir. So come and have a good time, or visit the beach after your hard days work. For more information contact Jason at jdonati@co.delaware.in.us.

Muncie has plenty of opportunities to get involved and lend a helping hand. Go to our local community centers, the Buley Center and the Ross Center, to see if you can help out there. Get involved in neighborhood or downtown clean-ups; you can even organize your own! Find a community garden to participate in! Mow a vacant lot! Plant some flowers! Every little bit helps, so don't hesitate to get out there and find something.

Please submit volunteer opportunities for the newsletter to jdonati@co.delaware.in.us.

CONGRATULATIONS!

Toni Cecil, Muncie Delaware Stormwater Management- Erosion Control Inspector, has been granted her Enviro Cert National Certification in CESSWI (Certified Erosion, Sediment and Stormwater Inspector) and re-certified in CISEC (Certified Inspector in Sediment and Erosion Control).

Shareen Wagley, Muncie Delaware Stormwater Management- MS4 coordinator, has been granted CMS4S™ status. Shareen is currently one of only thirteen stormwater professionals in the country to hold this certification.

Keep up the great work!