ENVIRONMENTAL HEALTH MANAGER (Lisa Stefanovsky)
I am pleased to announce that Adeline Hambley has been promoted to Environmental Health Manager. Addie replaces Adam London, who left Ottawa County in December to take on the position of Kent County Environmental Health Manager. As many of you know, Addie has been part of our department since 2004. She served as an Environmental Health Specialist for 4 years, working in both the Food and On Site programs before being promoted to the On Site supervisor in 2008. As a supervisor, Addie continued to develop her leadership capacity through the completion of her Masters in Business Administration and through participation in many Environmental Health trainings and workshops. In 2009, Addie was honored as the "Michigan Environmental Health Association David H. McMullen Young Professional of the Year" for her outstanding accomplishments in Environmental Health. In 2010, she was selected, as one of 35 professionals in the United States, to participate in the CDC Environmental Public Health Leadership Institute. Addie is a pleasure to work with, shares our common vision for excellence Public Health and demonstrates the knowledge and skills necessary to lead our Environmental Health Section into the future. Congratulations to Addie.

COUNTY CONNECTIONS EMPLOYEE NEWSLETTER
Click here for the January County Connections employee newsletter.

GOVERNOR SNYDER – 2011 STATE OF THE STATE
Follow the link http://www.gesionline.com/governors-state-of-the-state-address.html to Governor Snyder's State of the State address.

MML MEETING
I was invited to the Michigan Municipal League Board of Director Meeting earlier today (in my role as President of the Michigan Local Government Management Association). After the meeting and lunch the Governor stopped by to address the group. I was one of several to ask a question and ended up being interviewed by WILX Channel 10 in Lansing. I’ve attached the MiDashboard. The latest talk includes cuts to Revenue Sharing but not elimination of Revenue Sharing. Governor Snyder talked again about tying revenue sharing into rewarding demonstrated ability to provide shared services and meeting performance benchmarks. Governor Snyder’s focus on outcome based performance measurement is welcomed as we have been working on this for the past six years at Ottawa County. The Governor’s business approach to major issues has been refreshing so far.

QUARTERLY ROAD COMMISSION MEETING (Keith Van Beek)
Leadership and staff from the Board of Commissioners and Road Commission meet quarterly to discuss topics and maintain open lines of communication on various issues. We will outline those discussions in Digest communications as those meetings occur. Listed below are the topics discussed in the January meeting, attended by Roger Rycenga, Don Disselkoen, Al Vanderberg, Keith Van Beek, David Vander Kooi, Tom Palarz and Brett Laughlin.
• Remaining meeting schedule for 2011 will be altered in order to allow MDOT staff to attend so we can receive regular updates on the 31 bypass project.

• Managing Director Laughlin reviewed maintenance and salt costs incurred so far this winter season, so far it has been a good season but salt costs continue to run very high and a few bad storms can quickly impact the budget.

• The group discussed an update on the 31 bypass. The contract for clearing land south of the river has been let, with work expected to end by late April. The bridge itself is being designed, with an estimate that the bridge construction will be let in July of 2011. Work continues on other property acquisition. Will confirm at future meetings, but the money has not been raised for the non-motorized trail bridge crossing and unsure if current design includes that item. Future schedule is currently outlined as follows, depending on funding; segment north of the bridge construction in 2012 or 2013, improvements in Holland in 2016, improvements in grand Haven in 2018.

• Managing Director Laughlin reviewed the budget locally for the Michigan Transportation Fund. The group briefly discussed how this fund is directly impacted by the gas tax and how changes in fuel efficiency, the cost of gas and other factors has and continues to negatively impact funding for roads.

• Managing Director Laughlin outlined the 2011 Primary Road Program as included in their Strategic Improvement Plan, which can be found at http://www.ottawacorc.com.

The group discussed that the Road Commission is beginning to phase-out use of the County logo on their documents. Historically it has been discussed that use of the County logo adds to the confusion and false perception by the public regarding the roles and responsibilities of the Board of Commissioners and Road Commission.

BOND REFUNDING SAVINGS
A major benefit of a strong county credit rating is that local units of government can use the higher rating when they sell debt which results in real interest savings to both the local government and their citizens. Ken Zarzecki prepared the attached chart (To see the chart click here) which shows the cumulative bond refunding interest savings from 1985 to date. The interest savings exceed $11 million.
Getting to Know: Dave Hulst

(By Penni A. DeWitt)

Dave came to work at Ottawa County in March 1993 as a Programmer/Analyst and was promoted to Information Technology Director in 2005. Dave attended the University of Michigan on a Naval ROTC Scholarship (Marine Option) and graduated with a Bachelor of Science Degree in Computer Engineering. But, Dave didn’t become a Marine to work on computers. So upon completing his initial training at Quantico, Virginia, he reported to the Third Marine Division in Kaneohe, Hawaii. He served three years in Hawaii as a Rifle Platoon Commander and Reconnaissance Platoon commander. He completed Navy SCUBA School at Pearl Harbor and made two overseas deployments as part of a forward deployed Marine Amphibious Unit in the Western Pacific and Indian Oceans. Realizing that the life of a Marine Infantry Officer would involve a significant amount of deployed time, Dave decided to take advantage of his education and move to the more family friendly occupation of Data Systems Officer. Dave was the director of a computer center, an Instructor at the Marine Corps Computer Sciences School, and an Assistant Information Systems Management Officer. In his final two years on active duty, Dave and his family lived in Okinawa, Japan. He deployed to Korea for two months and the Philippines for six months where he commanded a Combat Service Support Detachment of 90 Marines.

Dave left active duty in 1992, transferred to the Reserves, and returned to West Michigan where he completed his Master of Business Administration Degree at Grand Valley State University. Dave retired from the Reserves in 2000.

Dave is married to Cheryl who is a Registered Nurse. They enjoy boating as much as possible in the summer. Dave stays in shape mainly by running. He completed four marathons including Boston and the Marine Corps Marathon with two of those in less than three hours. He continues to run but participates in fewer and shorter races.

Their daughter Stacy is a teacher who recently returned to Michigan after teaching in Florida for five years. Their son, Ryan is a First Lieutenant in the Army with the 25th Infantry Division in Fairbanks, Alaska. Ryan is married to Jenna and they have a one year old daughter, Willow. They actually live in North Pole, Alaska. This past year Dave and Cheryl traveled to Alaska to visit. The highlights of the trip including seeing their children and grandchild, and the fishing trip with his son where Dave landed a 145 pound Halibut.
Professional Milestones:

- Kudos to the 58th District Court Probation/Community Corrections Department for everyone’s hard work and dedication. Every employee is truly appreciated. (Submitted by Alma Valenzuela)
- Dawn Scholten (Fiscal Services) was inducted into the Sigma Beta Delta International Honor Society for high academic achievements in business on December 3rd at Davenport University. She is working on an MBA with Accounting concentration and will be graduating with honors in 2011.
- Congrats to recent Grand Valley State University Graduates: Adeline Hambley (Health Department) earned Masters in Business Administration and Shannon Felgner (Health Department) earned a Master of Science in Communication degree.
- Patricia Romero (Health Department) was sworn in as an American citizen on January 19.

Retirements: Congratulations to the following individuals:

- Judge Calvin L. Bosman who retired after 36 years of service.
- Phyllis Garrow (Health Department) who retired in December after 10 years of service.
- Linda Doctor (Health Department) is retiring in January after nearly 14 years of service.
- Deanna Fritz (Health Department) who retired in December after 10 years of service.
- Steve Kraai (Sheriff's Department) who retired January 15 after 33 years of service.
- Bill Smith (Sheriff's Office Emergency Management) who is retiring in January after 16 years of service.
- Sergeant Ed DeVries (Sheriff's Office) who retired January 7 after 33 years of service.
- Lieutenant Mike Brookhouse (Sheriff's Office) who is retiring in January after 25 years of service.
- Char Mason (Register of Deeds) who retired in December after 21 years of service.
- Mary Rowe (Mental Health) who is retiring in January after 9 years of service.
- Jim Leenhouts (Mental Health) who is retiring in January after 30 years of service.
- Mary Moore (Mental Health) who is retiring in January after 17 years of service.
- Nora Butcher (Mental Health) who is retiring in January after 6 years of service.
- Teri McGrath (Fiscal Services) who retired in December after 21 years of service.

Births:

- Congratulations to Gabriel & Nora Benavidez (Community Action Agency) on the birth of Gizele Samara on October 27, 2010 weighing 7 lbs 7 oz and 19 inches long.
-Congratulations to Reuben and Amy McSpadden (Friend of the Court) on the birth of their daughter, Ava Shay. She was born on November 15, 2010 weighing 7 lbs, 9 oz and measuring 19 1/2 inches long.
- Rodrigo and Victoria Benavidez (Juvenile Detention) welcomed twins, Coreena Victoria and Catalina Star Benavidez on November 16. Coreena weighed 6 lbs and 10 oz and Catalina weighed 7 lbs and 2 oz. Congratulations to the Benavidez family!
- Congrats to Andrew and Nicole Graham (Juvenile Detention) with the birth of their son, Lukas Graham on November 29. Lukas was 7 lbs 10 oz, 19.5 inches long.

If you wish to see your personal or professional announcement in this column, you must submit it to a newsletter editorial board member. Thanks!

Walk for Warmth

Ottawa County Community Action Agency is once again organizing the Walk For Warmth. In its 23rd year, the Walk helps families in Ottawa County pay their utility bill if they have received a shut-off notice from their utility company. This year’s walk will be held Saturday, February 12 at 8:30 am at City On A Hill Ministries, 100 Pine Street, Zeeland. Lemonjello’s will once again be providing free coffee and The Van/WHTC will be doing live interviews and simulcasting from the event. For questions or registration information please contact Mike Stock, Marketing Specialist, Ottawa County Community Action Agency, mstock@ocmwa.org, 616-494-3403 or visit miottawa.org/caa > Walk for Warmth.

Kounty Kudos

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Parks, (Continued from page 1)

Agency through the Great Lakes Restoration Initiative. The restoration plan includes construction of 62 acres of wetlands on-site (30 acres of which is being conducted as part of a wetland mitigation project by Request Foods) which will restore connection to the floodplain, stabilize stream banks, reduce downstream flooding, nutrient and sediment loading, restore wildlife and native vegetation and provide a great opportunity for watershed education!

This new project will greatly benefit the Macatawa Watershed and will build upon the water quality improvements that Ottawa County has already invested in, namely with the construction of the 612-acre Upper Macatawa Conservation Area in Zeeland Township in recent years. Previous recipients of the award include Robert DenHerder (2001), Jim Jipping (2002), Zeeland Public Schools (2003), Jen Soukhome and the Zeeland Wetlands Class (2004), Dr. Graham Peaslee and Hope College (2005), Bob Dykhuis (2006), Pam Landes (2007), City of Zeeland (2008) and Julia Kirkwood, MDNRE (2009).
Then and Now…

**SLEDDING**
The sled designs used today for fun and recreation were once necessary tools for Native American peoples to survive. In a region covered for months at a time by snow, a snow sled was the most efficient way of transporting heavy loads across long distances.

**ICE SKATING**
Although the beginning of ice skating is unclear, it has been discovered that humans in prehistoric times had already tried to speed across the ice on skates. Early skates were made from animal bones, which were cut until the surface was smooth enough. Around the 13th or 14th century, the Dutch added steel edges and that design remains almost unaltered to this day.

**SKIING**
The first proof of existence of skis is rock drawings 4500 to 5000 years old in Norway, which depict a man on skis holding a stick. It is believed that even before the first proper skis; skis were made from the bones of large animals and were attached to the boots using leather strips. Skiing began as a necessity and a means of survival and transportation, not as a form of recreation.

Did you make a New Year’s resolution to make some improvements in your personal or professional life in 2011? Did you know there is a library of books, movies, and audio materials available for loan to all employees that might be able to help? Located in the Human Resources Department, the library consists of over 150 materials on a wide range of topics including communication skills, management, leadership, teamwork, general business, personal development, time management, ethics, etiquette, customer service, and much more. Materials can be checked out for three weeks at a time.

The entire listing of available materials can be found on the Employee Training site under Resources. (A link to the Employee Training site is found on the Lotus Notes Front Page). Read through the selections and then call or e-mail your request to Laura Mousseau (738-4801). Below is a brief summary of a few of the books currently available in the library.

**High Five!**
High Five! starts with otherwise exemplary exec Alan Foster losing his job because—you guessed it—he isn’t a team player. Unemployed and bored, he decides to coach his fifth-grade son’s failing hockey team. But it’s not until he enlists the help of Miss Weatherby, an aging African-American retired teacher and champion girls’ basketball coach, that things really start to turn around. As we follow the struggle of the increasingly well-oiled Warriors machine as they drill, strategize, and bond their way through the season, we learn some of the fundamental lessons of what makes good teams—and good team-building—by coaches and managers. Among them are “repeated reward and repetition,” the guiding notion that “none of us is as smart as all of us,” and four key traits of successful teams. As books on teamwork go, Blanchard’s latest is on the lighter side, but it still packs a fair share of commonsense wisdom when it comes to putting together, motivating, and sustaining work teams.

**Excellence Every Day**
Addressing all levels of the corporate ladder, from customer service to the CEO, this business-savvy handbook explores “The Excellence Myth,” revealing a new philosophy of excellence to help individuals and organizations reach their performance potential. Including both personal anecdotes as well as the results of a 23,000-participant study, the book details the keys to expanding leadership skills, improving employee satisfaction and job performance, and securing customer loyalty. The guide also explains how making “The Daily Choice” will empower employees to reach new heights of excellence, creating delightful customer experiences and achieving results from the bottom up.

(Continued on page 4)
The No Gossip Zone
Sam Chapman, CEO of a highly successful Chicago PR company, expands on an idea he first developed to fix what he thought was a minor office matter, and found it had astounding results for productivity, workplace happiness, and business success. "In just one year of having a No-Gossip Zone and authentic communication policies in place, my clients doubled, as did my employees... and I was finally able to become the manager I always wanted to be." Far from the inevitable result of workplace interaction, Chapman sees "nothing 'natural' about communication that is hurtful," and puts a stop to it with mutual agreement among coworkers not to gossip, to discourage gossip when it’s heard, and (perhaps most important of all) to share feelings and thoughts honestly.

Managing Business Ethics
This book offers practical strategies for promoting ethical behavior. Offering a highly realistic, down-to-earth look at ethics in the workplace, Linda Treviño and Kate Nelson's Managing Business Ethics will help you identify and solve ethical dilemmas, understand why people behave the way they do, and help you design a culture that will promote ethical behavior in your organization.

Throughout, the emphasis is on common, real-life work situations, including hiring, managing, assessing performance, disciplining, firing, and providing incentives for staff, as well as producing quality products and services, and dealing effectively and fairly with customers, vendors, and other stakeholders.

Business Etiquette
What differentiates business people from business professionals? Many individuals invest in their careers yet have no clue how to set themselves apart from their competition. Business Etiquette: 101 Ways to Conduct Business With Charm & Savvy reveals both the unwritten and unspoken rules of success. It gives new hires and seasoned professionals alike those rather effortless strategies for climbing that slippery ladder of success.

You’ll learn appropriate ways for:
- Introducing two people whose names you've forgotten
- Determining when to send an e-mail vs. a "snail mail" follow-up
- Managing coworkers who drop in your office on a moment's notice
- Being put on the spot in a meeting
- Playing the corporate hierarchy game with your boss and other higher-ups
- Dealing with multi-cultural colleagues and customers.

Books and other materials can be requested by phone or e-mail at 738-4801. If you have questions about a specific topic, contact Laura Mousseau, Training & Development Coordinator, for more information.
On the Job in Ottawa County with…

Cindy Wood works with Ottawa County Community Mental Health as a nurse helping patients with mental and physical disabilities. She works closely with the psychiatrist, assisting with calling in prescriptions, ordering labs, and connecting with pharmacies and other doctors. Cindy provides nursing assessments, including vitals, the patient’s health and mental health history, along with height and weight. She thinks that many of the patients suffer from a “chaotic environment” and that they would benefit greatly from living in a stable, social environment. Cindy states that searching for the reasons for many of the patients’ illnesses is like being a detective. She became a nurse because she wanted to do something to help people and is a Certified Psychiatric Nurse. Cindy has worked with the County for 3 years and previously worked several years at Gerontology Network, Porter Hills Home Health Care, Pine Rest, and HHS Health Options.

Cindy’s entire family is involved in the medical field. Both of her brothers are doctors, (one is a pediatric endocrinologist and the other is a general pediatrician,), and her sister manages a plastic surgery office.

Cindy also responds by phone to patients who need to discuss issues they may be having with their medication, insurance, and the pharmacies. At times, she will assist with crisis intervention.

Some of the other details of this job include: doing an inventory of the medication closet, dispensing medications and samples, giving injections, talking with the drug reps, getting prior authorizations and teaching patients about healthcare.

Who We Really Are…

Recently, Healthier Alberda (Health Department) had the wonderful opportunity to use her passion for public health, extensive knowledge about sexual health and her Spanish language skills to teach in the Dominican Republic!! For 10 days she taught sex education (in Spanish) to about 50 youth and young adults in a community called Aguas Negras. This is a community that is riddled with public health problems and receives no assistance from the government as they are seen as a "throw away" community. "The thought of using my skills outside of the community that I live and work had really never crossed my mind, but now I could not imagine not sharing my gifts with the Dominican. This was a life changing experience that really can not be put into words!"

Top Dog Names

Ottawa County Treasurer Bradley Slagh released the top 10 names for dogs in the county. They are, in order: Buddy, Bailey, Molly, Maggie, Max, Zoe/Zoey, Abby, Lucy, Bell/Bella and Sophie. The top name, Buddy, accounted for 260 of the 18,701 dog licenses sold in 2010. "As always, there are names that I think are a bit unusual," he said. "Here are five examples: Misunderstanding, Sis-E, The Colon, 8 Ball and Misdemeanor." The top three breeds during 2010 were: Labrador at 5,172 licenses, shih-tzu at 1,175 and golden retriever at 1,132 licenses.

New dog licenses go on sale Jan. 1, but current dog licenses will not expire until the month of the dogs’ rabies vaccination. New licenses will now be available for either one or three years, and will expire in the month of the rabies vaccination. Also new this year is the ability to purchase licenses through participating veterinarians. A list of those participating is online at www.miOttawa.org.
OTTAWA COUNTY BOND REFUNDING REPORT

Since 1985 the Public Utilities Department and the Financial Advisor have monitored the outstanding Act 342 bond issues to take advantage of favorable interest rates. To date, 43 issues have been refunded at an interest savings of $11,094,152.

The following is a summary of the refunding program. Note: The Principal amount of the Refunding Bonds is approximately the same as the Principal amount of the outstanding bonds.

<table>
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<th>ISSUE</th>
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<td>2010</td>
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TOTAL SAVINGS TO DATE $ 11,094,152