



Around Tulare County

DELIVERING INFORMATION ABOUT TULARE COUNTY – MARCH 2013

Supervisor's Message: Customer Service is Key



Few people know that I am a training fanatic. For the past two weeks I have been reading up on the topic of customer service. I was happy to learn that our management staff has been involved in training sessions working with Debbie Vaughn out of the CAO's office about this topic. These same training opportunities will be offered to all county employees as well.

During my own personal customer service training sessions, it has caused me to reflect on several experiences I either witnessed or was a part of. On one occasion I was with a police officer on a ride along and a call came in of a suspected burglary in progress. What made this different is that it was the home of a 90-year-old widow who had mobility problems and the person calling in had seen someone in her house. After checking out the front and sides of the property the officer approached the front door with caution while another officer watched the back. He knocked several times on the front door and after what seemed like an hour, (just about one minute) she appeared at the door very puzzled. The officer introduced himself to her, calmed her down and then asked if he could check her home to make sure she was

safe as there had been a report in the neighborhood of a suspicious person. She was happy to let him in. This sweet little old lady was his customer and he made her feel at ease in a very tense and difficult situation.

One of the training videos you will have the opportunity to watch is full of wonderful ideas. Just two of the things that stood out most for me were, "you have to have fun at work" and "check your attitude". Both of those thoughts mean something to me personally. Those of you that know me, know that I frequently need to check my attitude. Coming from a construction background, I learned from most job site foremen that you needed to rule with an iron fist if you expected to get anything done. About 10 years into my construction career I learned that this method doesn't always work. I had two different job sites with two very different foremen running the daily work schedule. The first ran the job with the iron fist method. A lot of work got done, but nobody was happy. The second group not only completed the expected work for the day, but they often were able to get a big head start on the next day. The difference? The second group had a foreman who worked side by side with them. They took breaks throughout the day together, talking about their families and telling jokes. He taught different ways to get the work completed while making it a fun place to be. You can guess where everyone wanted to work.

On two occasions I have had the opportunity to need assistance from the Tax Collector's office. Now who in their right mind wants to call the tax collector right? Each time I have worked with a man named Ray Rodriguez. All our dealings have been over the phone and through the computer. Ray has always treated me with respect, kindness and has great customer service phone skills. When our business is complete I feel good about his service and attitude towards me as a customer. Thanks Ray. I could share many other examples of my experiences with other county departments that have the same results.

Each of us gets up every day and has a choice. It doesn't matter what you do for a living or where your assignment is. As you will learn during the training, it could even be handling fresh fish, crabs and thousands of pounds of ice all day long. The choice to be happy at work is yours and your attitude can have a positive or negative effect on those you work with and your customers. Please take advantage of the opportunity when it comes your way to take the customer service training. I choose to be happy, how about you? I would like to hear from county employees about the positive things that are happening in your departments.

**Phil Cox, District Three
Board of Supervisors**

Inside this issue:

FILM COMMISSION ATTENDS OSCARS	2
TULARE/KINGS MERGE 2-1-1	2
SUPERVISORS TO HOLD NIGHT MEETINGS	2
EMPLOYEE SPOTLIGHT: CLAY LYONS	3
PROGRAM SPOTLIGHT: ANIMAL SHELTER	3
JEFF SCOTT APPOINTED LIBRARIAN	4
COUNTY DATES FOR EVENTS, ACTIVITIES	4

**RECEIVE DAILY
UPDATES ON
COUNTY NEWS.
LIKE THE COUNTY
OF TULARE
FACEBOOK FAN
PAGE AT:**

[www.facebook.com/
CountyofTulare](http://www.facebook.com/CountyofTulare)

County Film Commission Attends Academy Awards



In an effort to bring the film industry to Tulare County, one County employee rubbed shoulders with world class actors, agents, producers, and directors at the Borgnine Movie Star Gala the day before the Academy Awards.

How do you start a conversation about Tulare County with a stranger? With Tulare County-made products, of course.

Tulare County Film Commissioner Eric Coyne attended the invitation only event and offered some

products made in Tulare County. Those products included: Bari Olive Oil (made in Dinuba); Sutton Pistachios (made in Terra Bella); Essential Potion (made in Tulare); Cookies from Sweet Confections (made in Lindsay). Each product included a tag that marketed the Tulare County Film Commission, along with a message that said: "Consider filming your next project in Tulare County."

Coyne said he was glad to attend to try and attract film

makers to Tulare County, but it wouldn't have been possible without the help of Lindsay resident Suzi Picaso, who played a role in organizing the event.

To view pictures of the gala, please visit the Tulare County Film Commission's Flickr page at: <http://flic.kr/p/dXyEkB>

Tulare/Kings County Merge 2-1-1 Databases



Tulare and Kings Counties have merged their 2-1-1 system databases in an effort to increase efficiency.

2-1-1 is a free phone number and online database that connects residents quickly and effectively to existing health and human services programs, joblessness support and disaster response information in their communities. It is available 24 hours a day, 7 days a week and in 150 different languages.

As a result of the merger, more than 450 agencies and 800 programs and services

are in the database. That means when a resident calls, they will have an increased probability of locating the services they need.

2-1-1 is a statewide network of local 2-1-1 information and referral providers, and is a collaboration of United Ways of California and the California Alliance of Information and Referral Services.

Residents can either call 2-1-1 or visit their website at www.211tularecounty.org.

Board to Conduct Five Night Meetings in 2013



The Tulare County Board of Supervisors will host their regularly scheduled meetings during the evening five times this year, it was announced in February.

Chairman of the Board of Supervisors Pete Vander Poel said the goal of hosting the night meetings is to improve the public's access to the Board.

"I hope residents respond well and attend these meetings to express their concerns or learn more about Tulare County government," Chairman Vander Poel said.

The first of five night meetings will be held at 7 p.m. on March 12, 2013 at Farmersville City Hall. The other four meetings, yet to be scheduled, will take place in

each of the remaining four Supervisorial districts. Board of Supervisors meetings are usually held at 9 a.m. on Tuesdays.

Employee Spotlight: Clay Lyons



Tulare County Fire Department employee Clay Lyons, one off-duty firefighter, and a retired firefighter were credited with saving the life of a 17-year-old and an elderly passenger in a fiery crash west of Exeter in February.

Lyons, a Fire Department employee for the past four years, said he was driving home after checking ranch property when he witnessed an auto accident between a truck and SUV.

Lyons said people at the scene were screaming for help so he called 9-1-1, put on his safety gear, then provided assistance at the scene.

“My training took over to try and help the people in the SUV, Lyons said.

According to the Visalia Times-Delta, the accident occurred the morning of Feb. 4 when a pickup truck collided with an SUV.

Two occupants in the SUV involved in the accident were unconscious and a fire had started to build in the engine compartment and was spreading into the passenger area.

Lyons and the other men helped pull the people out of the SUV and put out the fire with an extinguisher.

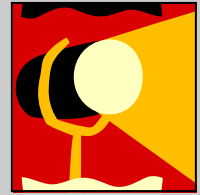
When asked if this was his great public safety experience, Lyons said: “Yes, in deed this was as real life and death experience as you could get.”



A picture of the two vehicles that were involved in the Feb. 4 auto accident.



Picture of the SUV involved.



There are many County employees who are doing outstanding things for their community outside of their job.

Do you know a County employee who should be in the spotlight? Let us know at:

newsletter@co.tulare.ca.us

Program Spotlight: Tulare County Animal Shelter

The Tulare County Animal Shelter will hold two adoption events from 9 a.m. to 2 p.m. on March 9 and April 13 at Petco in Visalia. Both dates are Saturdays.

Dogs and cats that come into the shelter already spayed and neutered are \$30 to adopt. Dogs that have not been spayed or neutered yet are \$90 and cats are \$70. This covers the cost of getting the animal spayed and neutered, a rabies vaccination and a microchip. A \$10 license fee applies for dogs in the County. All adoptions

include a free wellness visit, a coupon for Hills Science Diet dog or cat food, and a leash or cat carrier.

If you are a Tulare County employee and show your Tulare County ID or paycheck stub, you can take \$20 off the regular adoption fees listed.

If you are unable to make the event, the shelter is open Monday through Saturday from 10 a.m. to 5 p.m. The shelter is located at 14131 Ave. 256 in Visalia.

For more information, please call the shelter at 559/636-4050.

Want your program to be in the spotlight? Please send suggestions to:

newsletter@co.tulare.ca.us

AROUND TULARE COUNTY - BACK PAGE



County Librarian Jeff Scott

Jeff Scott Appointed Tulare County Librarian

On February 26, the Tulare County Board of Supervisors announced that Jeff Scott has been appointed County Librarian. Scott replaces County Librarian Brian Lewis, who retired on December 29, 2012, after nearly 30 years as the Tulare County Librarian.

“Jeff’s years of experience with the Tulare County Library, work ethic, and leadership make him a great fit for County Librarian,” said Pete Vander Poel, Chairman of the Board of Supervisors. “We are confident that Jeff will continue to maintain and grow critical library services.”

Scott, who was the Deputy County Librarian, was serving as Interim County Librarian up until the Board’s announcement. During his time as Deputy County Librarian, Scott has introduced book machines in the community of Cutler and in Workforce Investment Board centers in both Dinuba and Visalia. The

project was featured as “Great in the State” by the California Library Association. Scott has written and received nearly a million dollars in grant money during the ten years he has worked in library management.

“It is an honor and a privilege to be selected as the new County Librarian,” Scott said. “I would like to thank the Tulare County Board of Supervisors for this important opportunity to serve our citizens.”

In his new role as County Librarian, Scott’s primary duties will be to oversee the day-to-day operations of 15 Library branches throughout the County that provide reader’s advisory, information retrieval, and programming services.

Prior to Tulare County, Scott was the Library Director for the City of Casa Grande Library for five years and

the President of the Pinal County Library Federation for four years. A native Californian, Scott grew up in Orange County before moving to Arizona in order to attend Arizona State University, where he majored in History. While an undergraduate, he began his library career as a library assistant at the Arizona Historical Foundation, an archive at ASU. He went on to earn a Master of Information and Library Science at University of Arizona.

AROUND TULARE COUNTY

Around Tulare County is published once a month as a service to the public. Unless otherwise noted, articles are written by County staff. For additional information, contact Jed Chernabaeff.

Around Tulare County
2800 W. Burrel Ave.
Visalia, CA 93291
Phone: 559/636-5000
Fax: 559/733-6898

E-Mail/Subscribe:
newsletter@co.tulare.ca.us

Internet:
www.aroundtularecounty.com

MARCH COUNTY ACTIVITIES, DEADLINES, EVENTS, MEETINGS

Meeting: (Date/Time)

More Information:

Board of Supervisors’ Meeting: Mar. 5, 12, 19. 9 a.m.	559/636-5000
L.A.F.C.O. Meeting: Mar. 6. 2 p.m.	559/624-7274
Tulare County Water Commission: Mar. 11. 3 p.m.	559/636-5005
Tulare County Association of Governments: Mar. 15. 1 p.m.	559/624-7274
Tulare County Planning Commission: Mar. 13, 27. 9 a.m.	559/624-7000



Places to Go Play: The Tulare County Museum of Farm Labor and Agriculture is located at Mooney Grove Park in Visalia. The 17,000-square foot structure showcases the people who have lived in, used and farmed the San Joaquin Valley during the past 500 years. Learn more about the Museum of Farm Labor and Agriculture and other places in Tulare County to “Go Play” at

www.tularecountymap.com