

the County Connection

May 2004

Going the extra mile, helping others is standard for Fralick

Working beyond normal or assigned duties is an every day occurrence for Tami Fralick. But, it is her dedication to this work ethic that earned Fralick the honor of Employee of the Quarter.

As the Revenue Collections Manager for the Business License/User Fee (BLUF) Department, Fralick has donated many personal hours to meet requirements of a new business license ordinance, as well as worked on many other projects to streamline the department's activities and serve as the county's Setoff Debt Coordinator.

"Everything I have done is because of the people I work with," said Fralick. "No matter what we take on or add to our workload, they do it without complaining. It's a group effort."

In October 2003, Fralick initiated a project to convert her department's use of preprinted renewal forms to computer generated mailers. This conversion saved the county over \$25,000 in printing costs last year.

Next, she worked with the Public Information Office to redesign the county's web pages that allow companies to renew their business licenses online. This effort resulted in a 622 percent increase in online license renewals from 2003 to 2004, which has saved countless man hours previously required to process walk-in transactions.

In December 2003, a new business license ordinance prompted



Tami Fralick, Office Manager for the Business License/User Fee department, was selected as the Employee of the Quarter.

Fralick to lead efforts to convert the department's business license database from the Standard Industrial Code (SIC) system to the North American Industry Classification System (NAICS).

SIC and NAICS determine what class and what rate to charge a business for a license. The new NAICS code is more specific and takes into account businesses that didn't exist yet under the SIC. Converting the business license database required extensive reprogramming to meet the new requirements.

In addition to these activities, Fralick's paralegal background and familiarity with the state's setoff debt system made her a perfect

match to accept additional duties as the county's Setoff Debt Coordinator.

In this role she helps departments such as EMS, the courts and DAODAS collect unpaid debts from citizens.

"Tami's superior achievements and motivation make her a model employee," said BLUF Director Elbert Matthews. "I consider it an honor to work beside her."

In her limited spare time, Fralick can be seen running between her daughter's softball games and two son's baseball, football and cross country meets. A "Navy brat," she has lived in four states, but now calls Summerville home with her husband, Chris.

The Charleston County Public Library's web site gets new look

*provided by Natalie Lawrence
with CCPL*

The Charleston County Public Library's Web site has undergone a transformation in response to the system's commitment to providing its users with state-of-the-art technological services.

The library staff aimed to design a site that would be easy for customers to navigate and provide access to current news about events throughout the library system.

In addition, the library's Web site redesign involved choosing a library management system to provide access to the library's catalog (comprehensive electronic access to the system's materials),

online databases and patron account information.

As a result, the Charleston County Public Library is the first library in the United States to launch Sirsi Rooms. Sirsi Rooms allows librarians to create and present focused, dynamic collections of the best information available on any subject, from any source, on the Web site.

"The keys to a great public library are services and collections; today, collections must include vast digital archives, a myriad of databases, the Web and virtually every kind of electronic information available," said Jan Buvinger, director of the Charleston County Public Library.

"This new system is the answer to the objection people always have that the Internet replaces libraries. Instead, the Internet enhances access to libraries and adds additional resources."

Along with Sirsi Rooms, the Sirsi Corporation's library management system includes technology to allow Web site users to read book reviews, summaries and other book information all from their library's catalog. And, users can personalize their own account to receive custom information about new authors or titles.

So if you are looking for a place that can provide one-stop access to online information and resources, bookmark www.ccpl.org!

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The County Connection is published by Charleston County employees for Charleston County employees, retirees and others interested in the county. Items of interest are always welcome. They should be sent to the Public Information Office, Lonnie Hamilton, III Public Services Building, 4045 Bridge View Drive, North Charleston, S.C. 29405. Items also may be submitted via e-mail to pfreshwater@charlestoncounty.org.

Other news and events around the county

Deputy County Attorney Kurt Taylor was appointed the chair of the Counties and Special Municipal Districts Section of the International Municipal Lawyers Association in Washington, DC. He will serve a two-year term as chair of this section. He also recently served as Chair of the Government Law Section of the S.C. Bar and President of the S.C. Association of County Attorneys. The International Municipal Lawyers Association (IMLA) is a non-profit, professional organization of more than 1,400 members that aims to serve local government lawyers and to advance the interests of local government law locally, nationally and internationally.

In April, **Emergency Services (EMS)** coordinated with West Ashley High School and a variety of emergency response agencies to conduct a mock automobile crash caused by teen drinking. The event included a mock trial with one student facing two counts of DUI and Vehicular Homicide charges. The trial was part of a week of activities at the school designed to emphasize the dramatic and deadly events that can happen when teens drink and drive.

Charleston Center, the county's Department of Alcohol and Other Drug Abuse Services (DAODAS), celebrated the agency's 30th anniversary in April. Each year, Charleston Center serves over 800 citizens and touches hundreds more through outreach and prevention services within the school systems. Programs provided by Charleston Center include Outpatient Intervention for Adolescents and Adults, Detention Center and Juvenile Drug Court Treatment, Detoxification and Residential Rehabilitation Services, Women's and Children Services and Family Counseling.

Stair chair, proper lifting help employees

provided by Larry Hodge, Safety & Risk Management

In July 2003, the Safety & Risk Management Department (S&RM) introduced a campaign to reduce the number of strain (lifting, pulling, pushing) injuries being experienced throughout the county. Since the implementation of the campaign, over 1,850 county employees have been trained on proper lifting techniques, body mechanics and safe material handling.

A task force also was formed with representatives from EMS, Awendaw Fire, Emergency Services and S&RM. This task force researched and implemented proven techniques to reduce the exposure employees are challenged with daily in attempting to lift and transport obese patients. This objective was achieved with the purchase of "stair chairs" that allow paramedics and EMTs to move patients weighing up to 450 pounds safely down stairs.

Since the implementation of these programs, the county projects to reduce the number of lifting injuries by 58%, and the corresponding number of lost work days by 90%, when compared to 2002.

The success of the plan is due to the wonderful support received top down from administration to employees. Our employees should not be embarrassed to ask for help when encountering a difficult lift or situation. Always think safety first.

401(k) Fund Closes

The Strong Opportunity Fund offered through the S.C. Deferred Compensation program closed on April 30.

Participants with a balance in the fund may keep it there until the end of November, when any remaining balances automatically will be transferred to the replacement fund: T. Rowe Price Mid-Cap Value Fund.

To make changes to your investment, call (866) 826-7283 or access your account online at <http://scrs.csplans.com> - you will need your social security number and Personal Identification Number (PIN).

Deferred Compensation Update

Listed below are recent returns for the S.C. Deferred Compensation program. The average returns for the mutual funds reflect actual total returns for each fund. To look up daily fund values, check the stock section in your newspaper under the Mutual Fund listings. Additionally, fund information can be obtained by calling the 24-hour Information Line at (866) 826-7283 or by visiting <http://scrs.csplans.com> - select the option for 401(k) Plan Information and then click on Investment Information. For specific account information, you will need your social security number and a Personal Identification Number (PIN). A PIN can be obtained by calling the Information Line or submitting a request on the Web site.

<i>INVESTMENT OPTIONS</i>	<i>Prior Month</i>	<i>YTD 3/31/04</i>	<i>Previous 3 Months</i>	<i>Previous 3 Years</i>	<i>Previous 5 Years</i>
American Century Ultra	-0.29%	3.41%	3.41%	1.15%	-2.59%
Brazos MicroCap Growth Fund	-4.40%	-2.61%	-2.61%	2.91%	15.39%
Dodge & Cox Stock Fund	-0.97%	4.96%	4.96%	10.41%	12.69%
EuroPacific Growth	1.32%	6.79%	6.79%	5.54%	5.48%
Fidelity Diversified International Fund	1.42%	6.72%	6.72%	10.73%	9.86%
Franklin Small-Mid Cap Growth Fund	-0.64%	2.25%	2.25%	1.25%	6.58%
Oppenheimer Capital Income	-0.46%	2.08%	2.08%	4.49%	4.72%
PIMCO Total Return	0.84%	2.70%	2.70%	8.35%	7.98%
Strong Opportunity	-0.74%	4.97%	4.97%	1.95%	7.11%
T. Rowe Price Mid-Cap Value Fund	-1.34%	4.62%	4.62%	16.31%	15.59%
Vanguard Institutional Index	-1.51%	1.69%	1.69%	0.67%	-1.12%
Stable Value Fund	<i>First Quarter 2004:</i>		3.85%		
Guaranteed Fund - 84 month	<i>First Quarter 2004:</i>		4.36%		

First class graduates from new healthcare program

*provided by Susan Mertz
with TOSCC*

Fifteen beaming, proud women graduated in the first CNA (Certified Nursing Assistant) and PCT (Patient Care Technician) class at the Trident One-Stop System's Community Healthcare Training Center. The CNA/PCT program was created as a Workforce Development Partnership with the Trident One-Stop Career System and Trident Health System.

Students enrolled in the program are unemployed, underemployed, economically disadvantaged or laid off from other jobs; and the training is being provided at no cost to the students.

Jim Jones, vice president of human resources for Trident Health System, estimates that approximately 60 students will complete the CNA/PCT program in 2004. "Taking today's dream and making it tomorrow's future" is the essence of our partnership, he said.

"I see 15 angels," said County Administrator Roland Windham. "I'm only one of thousands of



Fifteen women graduated from the first CNA/PCT class at the Trident One-Stop System's Community Healthcare Training Center.

people who need you. This program is the epitome of what the public and private sectors can do together to produce a more employable workforce."

Bernard Chisolm, program manager, was instrumental in the development of the program.

"The program we developed is not like any other program offered

in the Lowcountry," said Chisolm. "Our students complete the program with both skill sets to become certified CNAs as well as PCTs."

Additionally, the program is accredited by the S.C. Department of Health and Human Services which makes the graduates eligible to take the state's Nursing Assistant Certification Exam.

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