



# Reading Day!



The Northaven Elementary School entertained Shelby County employees, parents, and guests on their Day of Reading. They also received a check in the amount of \$7,500 from the Shelby County Mayor's Charitable Golf Classic.

## Story Contributors:

- Mayor's Staff, Cover Photos, Mayor's Photo Gallery
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- Elizabeth Hart, Health Department
- Mayor's Staff, Various photos & stories
- Janice Holmes, Promotions
- Margie Hyde and Chamayne Shaw, Condolences, Anniversaries, & Retirements

# Summer Golf



**First Tee-Memphis** was founded in 1991 by Charles Hudson, a golf professional who wanted to see more inner-city children exposed to the game of golf. His philosophy was to use the discipline of the game of golf to teach children the importance of hard work, patience, character, etiquette, community involvement, and to develop a strong sense of self-esteem.

Professional Golf Association (PGA) professional Loren Roberts took note of the vision of the organization and got involved in 1994 with a donation of \$12,500. With his support, the organization established an endowment fund to ensure the sustainability and longevity as a commitment to change the outlook for many neighborhood youth.

Many graduates of First Tee-Memphis earn academic and athletic scholarships.



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## Greetings from the Mayor



I am thankful to be a part of the Shelby County community. We have so many amenities to enjoy year-round - many geared toward children's activities during the summer months.

I have attended many community events for faith-based initiatives and celebrations, community centers, professional and civic organizations, and many more. These invitations keep me grounded to the needs of the neighborhoods and help me gauge what's important to the citizens. You will see some of these activities in this publication.

This newsletter edition includes articles that will give you tips on heat exposure as well as give you pointers on the importance of saying, "thank you." Our Training Department offers many personal development classes that will help you on and off the job. Many of the skills learned in these classes are beneficial skills while interacting with family and friends.

Your total wellness - physical and mental - is important to us. A healthy body and mind positions you to serve our citizens in their times of need. We encourage you to participate in the wellness and training programs that are offered throughout the year. You are our key asset. We want you to be healthy!

Please check your emails and other forms of communication to ensure that you and your family are taking full advantage of other Shelby County Government offices. The Trustee's Office offers a Road Show of benefits and programs from their office. The Sheriff's Office partners with many organizations that work with youth. The District Attorney General's Office offers intervention programs related to truancy and crime deterrence. If your office is doing some noteworthy things, please submit them to our newsletter staff. We want to hear from you.

Be safe and have fun this summer. And, by all means, exercise caution in the heat.

Thank you for your service,

## Mayor's Photo Gallery



*Mayor Luttrell participated in the North-aven Elementary Reading program.*



*Mayor Luttrell spoke at the PNA Senior Expos at Bellevue Baptist where Cigna was a sponsor. (Photo by Bill Emmerling)*



*Mayor Luttrell celebrated 50 years of doing business with Don's Auto Upholstery. Don Benefield's family of four generations has worked to service customers nationwide.*



*First Tee-Memphis, at their Firestone location, greeted Mayor Luttrell before accepting a donation from the Charity Golf Classic.*



*Bartlett Chamber Networking event welcomed Mayor Luttrell to speak on the state of Shelby County government.*



*Mayor Luttrell welcomed volunteers from STS Enterprise for the Charity Golf Classic. They have volunteered each year since the inception of the golf tournament.*



# COUNTY LINES

VOLUME V

ISSUE 4, May 2014

## Departmental News

### Office of Sustainability Green Matters

**Green Matters  
for Shelby County Women**

**Brown Bag Luncheon**

**August 12  
12:00 - 1:00pm  
Code Enforcement  
6465 Mullins Station Rd**

**\*Bring your own lunch, no RSVP needed\***

Meeting will open with a unique circular networking ice breaker then special guest Janet Boscarino of Clean Memphis.

**CLEAN MEMPHIS.org**

Sponsored by:  
Memphis-Shelby County Office of Sustainability &  
Tennessee Department of Environment & Conservation (TDEC)




The second meeting of “Green Matters for Women of Shelby County,” a networking opportunity for women either in the environmental field or have an interest in “green” and sustainable topics will be held on August 12, 2014. Join the women of TDEC and the Office of Sustainability for a brown bag luncheon at Shelby County Training Center, located in the Code Enforcement facility. Special guest Janet Boscarino of Clean Memphis will speak.

### Emergency Management Preparedness Training



**CERT (Certified Emergency Response Team)** Congratulations to the Shelby County CERT graduates. The class, taught by Eugene Jones, consisted of two days of preparedness training.

### District Attorney General FBI Academy Graduation



**Photo Caption: Greg Flint was presented his FBI Academy certificate by**

Criminal investigator Greg Flint recently completed the prestigious 10-week FBI National Academy Program at Quantico, VA.

Flint is a former Collierville Police Department lieutenant and was hired by the DA's office as a special agent with the West Tennessee Violent Crime and Drug Task Force in 2010.

He also works as a criminal court investigator for the DA's Criminal Investigation Division (CID).

Flint said attending the FBI National Academy was a longtime goal.

“That’s the premier training program,” said Flint. “Anyone with aspirations of higher position of responsibility in law enforcement needs to go to the FBI National Academy.”

Flint was among 220 law enforcement officers who graduated from the program, representing law enforcement agencies from 17 countries, six military organizations and five federal civilian organizations.

The academy has more than 47,000 graduates since it began in 1935.

Flint and other officers got behind-the-scenes tours around the site as part of the COPS (Concerns of Police Survivors) program to meet with children and families of law enforcement officers who lost their lives in the line of duty.

“That was pretty hard, but I think everyone got something out of that,” Flint said. “it was a very good experience for everyone.”

### Public Defender’s Office Gideon’s Promise Visit



Gideon’s Promise, a program that trains young public defenders working in the South, chose Memphis and the Shelby County Public Defender’s Office as a stop on its four city tour.

The tour was designed to raise awareness of the organization’s mission to revolutionize our country’s broken criminal defense system and included New York City, Washington, D.C., Houston and Memphis.

Gideon’s Promise hosted a packed event on May 29th at Local Midtown in Memphis. The Shelby County Public Defender’s Office currently has ten attorneys involved in the Gideon’s Promise program.

### Public Defender’s Office Hosts Legal Program on Public Defense



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## Department News

### Human Resources

#### Training Minute *Thanks for the Feedback*

Effective feedback is critical for developing and sustaining high performance. Why leave the success of these high-stake interactions in the hands of those providing the feedback?

Instead of teaching others how to deliver feedback effectively, we should learn to focus on how to receive it in a way that builds self-awareness and to develop an action plan for improvement.

Each of us receives feedback constantly, whether it is offered formally, informally, or even unintentionally. These exchanges are at a critical junction of conflicting human desires - to learn how we can improve and to be accepted as we are.

Interpersonal relationships often are much more complicated than the content of the feedback dialogue itself. Recipients often allow external circumstances or their relationship with the person providing the feedback to influence how they will act on it. To help employees ward off internal biases and receive feedback objectively, three types of feedback triggers have been identified. These are ways in which we process the feedback received from others and how to watch out for and temper our reactions.

- The “truth triggers” engage our internal error-detection circuits and build our anxiety as we try to find something in the content of the feedback that we can internally falsify.
- “Relationship triggers” are pulled when feedback is viewed through a lens distorted by the relationship between the giver and receiver.
- “Identity triggers” are set off when we hear how others view us and it is in stark contrast to our own opinion of ourselves.

These are important triggers to recognize because without them, we cannot learn to accept feedback gracefully and interpret it constructively.

The feedback process is a complex interchange that is inevitably influenced by the perceptions and biases of the giver and receiver. Feedback can be beneficial - no matter what it is or how it is given.

Source: Ben Locwin, Training & Development, March 2014.



#### Department of Corrections *Corrections Week*



A Mardi Gras themed-luncheon hosted by Shelby County Division of Corrections featured pictured L-R: Anita Barnes, Linda Wasson, Vonzetta Douglas, Pamela Harper, Jerne Thomas, Amber McFall, and Annette Bearden.

The Shelby County Division of Corrections (SCDC) joined with the Shelby County Sheriff’s Office (SCSO), Mark Luttrell Correction Center (MLCC) and the Tennessee Board of Probation and Parole Field Services Office (TDOC), May 4-11, 2014 to celebrate Correctional Professionals Week. Each agency was responsible for hosting joint events that included an Opening Ceremony (SCSO), Memorial Service (SCDC), and Awards Banquet (MLCC and TDOC).

The agencies competed in several competitions to see which agency would bring home the Big Dog Trophy. SCDC won the rights to hold the trophy until next year’s activities. In addition to the combined activities, the Employee Relations Committee chaired by Vonzetta Douglas and Pamela Harper planned several activities on the ground of SCDC to honor its employees. The activities included starting the week off with a continental breakfast for the employees followed by a Mardi Gras themed luncheon in which employees were given the opportunity to play games and win several door prizes. Each employee also received keepsakes that highlighted Correctional Workers Week 2014.

Other recognitions were:

- Annette Beardon*—Support Services Staff of the Year
- Vonzetta Douglas*—Counselor of the Year
- Michelle Ingram*—Administrative Support Staff of the Year
- Pamela Harper*—Supervisor of the Year
- Jill Morrow*—Officer of the Year
- Chaplain Tommy Stafford*—employee of the Third Quarter
- Martresha Berkley*—Employee of the Fourth Quarter



## Department News

### Health Department

#### *Beat the Heat*

With the summer forecast expected to hover around 90 degrees or more, the Shelby County Health Department (SCHD) is strongly advising residents to take precautions against heat-related illnesses.

Health officials offer the following tips to help prevent heat-related illnesses:

- Drink plenty of cool fluid, especially water; avoid alcohol and caffeine
- Wear light weight, light colored clothing
- Limit outdoor activities during the hottest times of the day
- Pace yourself
- Stay cool indoors, especially in the heat of the day
- Never leave anyone in a car
- Monitor those at high risk

**Heat stroke is the most serious heat-related illness.** It occurs when the body becomes unable to control its temperature. Heat stroke can cause death or permanent disability if emergency treatment is not provided.

**Heat Exhaustion:** Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. Its onset may mimic other illnesses so keep a close eye on anyone who may become ill during extreme heat.

During periods of intense and prolonged heat, it is especially important to check on elderly relatives and neighbors. The elderly are more likely to have health conditions or take medications that make them more vulnerable to the heat, and their bodies do not adjust well to sudden changes in temperature. available. During periods of prolonged, excessive heat, the use of fans can be much less effective than air conditioning.

For more information about heat-related illnesses, including prevention and treatment tips, visit the CDC's Extreme Heat Safety Web site at [www.bt.cdc.gov/disasters/extremeheat/heattips.asp](http://www.bt.cdc.gov/disasters/extremeheat/heattips.asp)

### MPO

#### *Girl Scout Honors*

Grace Hutchinson was one of two women across North Mississippi and West Tennessee to receive a "Thanks" badge at the Girl Scouts Heart of the South council's annual meeting.



Volunteering as a co-leader of her daughter's Daisy Troop in 1987, Hutchinson developed her passion for Girl Scouting that has led her to be an active volunteer with the organization for decades.

Over the years, Hutchinson has continually seen examples of how the skills and values taught by Girl Scouts makes a lasting impact on girls' lives.

While volunteering on a trip to a regional lake, Hutchinson helped several young girls overcome their fear of swimming and learn a valuable skill. Seeing their joy in succeeding and learning is what drives Hutchinson to continue working with Girl Scouts.

The "Thanks" badge honors a volunteer whose ongoing commitment, leadership, and service has made an exceptional, measurable impact on meeting the mission-delivery goals and priorities of the entire council or the entire Girl Scout Movement.

*Source: Excerpts - Germantown News, June 25, 2014, Lifestyle Sidebar*

### Health Department

#### *Leadership Memphis*



**Janet Shipman**, Health Department Attorney was selected to serve on the Leadership Memphis Board of Directors for the 2014/2015 year. She will serve with Nyrone Hawkins, First Tee Memphis; Sharon Barnett, Scripts; Maura Sullivan, City of Memphis; Linda Carter, Retired FedEx and ServiceMaster; Randy Spicer, Nucor Steel; Channa Halmon, LeBonheur; Ephie Johnson, Neighborhood Christian Center; Aquinas Early, archer>malmo; and Percie Strong-Jenkins, Bank of America.

### Human Resources

#### *Total Health—2015*

For 2015, in order to remain enrolled in the CIGNA OAPIN HMO or the CIGNA HRA Choice plan, employees must do the following:

1. Have your physician complete the CIGNA Wellness Screening Form. Employees may fax the form to CIGNA or have the physician to fax form. The form is available at [www.shelbycountyttn.gov](http://www.shelbycountyttn.gov) – click on Departments, Human Resources, Employee Benefits (see Total Health link).
2. Employees must complete the Health Risk Assessment available at [www.mycigna.com](http://www.mycigna.com).

**Both** of the above items must be completed on or before September 30, 2014. Failure to fulfill the above requirements will result in the employee being enrolled in the CIGNA Standard HRA Plan.





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## Community Snapshots

### Community Fair Treadwell Middle School



*Steve Shular, Public Affairs Officer for the Mayor's Office, attended the Treadwell Middle School Community Fair. He is joined by George Rutherford (CSA Supervisor), and other volunteers.*

### Awards FBI



*Linda Miller, a long-time state and county employee, received the coveted FBI Director's Community Leadership Award in Washington, DC. (Contributed by Leadership Memphis)*

### Office of Preparedness "Miracle in May"



*The Office of Preparedness participated in Community Day at Greater Faith Tabernacle Ministries.*

### Charitable Golf Classic Participants



*Teammates Dr. Reginald Coopwood (Regional Health One), Darrell Thomas (Thomas Consulting), Greg Duckett (Baptist Healthcare), and Ryan Coopwood (H<sub>2</sub>O Engineering) participated in the 2014 Charitable Golf Classic.*

The Charitable Golf Tournament has been held each year since 2011 to raise funds to support education throughout Shelby County. The funds raised are given to graduating seniors as scholarships, schools, and community agencies whose mission supports educations through reading programs, mentorship, research, equipment, and afterschool services.

### Elementary Reading Northaven Elementary School



*Many Shelby County employees participated in a Day of Reading where students selected their favorite book to read to the employees. This one was held at Northaven Elementary School.*



**SHELBY COUNTY MAYOR'S  
CHARITABLE GOLF CLASSIC**





# COUNTY LINES

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ISSUE 4, May 2014

## Department News

### Shelby County Promotions Spotlight

The following Shelby County employees were promoted during the month of May 2014.

<u>Name</u>	<u>Department</u>	<u>Position</u>
Brown, Carlton	Chancery Clerk	Accountant B
Glynn, Erica	Juvenile Court	Supervisor A
Green, Gerald	Roads & Bridges	Foreman A
Green, Kimetra	Sheriff's Office	Purchasing Specialist
Grogan, Hugh	Pre-Trial	Supervisor A
Harper Bey, Lydia	Juvenile Clerk	Principal Court Clerk
Jefferson, Joyce	Gen. Sessions Criminal	Collections Counselor
Jones, Andre	Support Services	Maintenance Mechanic
Jones, John	Information Technology	Senior Programmer Analyst
Logan, Shelby	Office Of Preparedness	Procurement Specialist
McClure, Shawn	Information Technology	Systems Security Officer Manager
Nangunoori, Praneeth	Information Technology	Sr. Web Application Developer
Ray, Cora	Sheriff's Office	Executive Secretary
Rodgers, Briggitte	Juvenile Court	Juvenile Services Counselor II



*Congratulations!*

### Shelby County Attorney's Office

#### Artist Gallery

The Shelby County Attorney's Office hosted an exhibit of White Station High School students art work. The office displays a changing gallery of art from Shelby County School students. For more information or to view the current exhibit on site, please contact Carter Gray at [carter.gray@shelbycountyttn.gov](mailto:carter.gray@shelbycountyttn.gov).



### Shelby County Trustee's Office

#### Empower Me



Shelby County Trustee David Lenoir joined faith and financial partners to host a new community-based engagement event to bring resources to one of Memphis' economically struggling communities.

"Empower Me: Putting the Pieces Together" was held at Mt. Moriah-East Baptist Church, and gave attendees the chance to hear brief presentations from service providers and then talk one-on-one about their needs and concerns.

Rev. Dr. Melvin Charles Smith, along with Hope Credit Union, served as co-hosts for the event which was free and open to the public. A number of community partners participated, including: Bank On Memphis, City of Memphis Treasurer, Operation HOPE, Orange Mound CDC, SEEDCO, Shelby County Assessor, RISE, Memphis Area Legal Services and Workforce Investment Network.

"Uncovering all the services and then figuring out how they can help is a daunting task, like putting together a 1,000 piece puzzle blindfolded," said Trustee David Lenoir. "This Empower Me event is meant to bring together important resources under one roof to help seniors, the unemployed, small business owners and homeowners."

Future "Empower Me" events are now being planned. Visit [www.shelbycountystatrustee.com](http://www.shelbycountystatrustee.com) for dates, time and locations.



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## About Shelby County

Shelby County was established in 1819. It is the state's largest county both in terms of population and geographic area. Its county seat is Memphis. It is part of the Memphis Metropolitan Statistical Area, which comprises eight counties in the three states of Tennessee, Mississippi, and Arkansas. Shelby County was named for Governor Isaac Shelby (1750-1826) of Kentucky.

Shelby County is governed by a mayor-commissioner form of government under a Home Rule Charter that went into effect on September 1, 1986. Each serves a 4-year term. Together, the administration and the Board of County Commissioners are responsible for governing the most populous of Tennessee's 95 counties. The county's personnel staff of approximately 6,270 people have the direct duty of providing services for 910,100 citizens according to the 2007 estimated census data.

Mark H. Luttrell, Jr., was elected as Shelby County Mayor on August 5, 2010.

## Anniversaries

### MAY 2014 ANNIVERSARIES

#### 35 Years of Service

Anderson, Robert L., Sheriff's Office  
Farmer, Myra L., GS-Civil  
Louis, Debra D., Purchasing  
Lurry, Clint, Roads & Bridges  
Morgan Jr., Edward C., Fire Services

#### 30 Years of Service

Finn, Joan L., Code Enforcement  
Gross, Eddie G., Sheriff's Office  
Irace, Ruth C., Support Services  
Richardson Jr, Howard R., Health Dept.  
Warner, Wesley L., Code Enforcement

#### 25 Years of Service

Benson, Charles C., Corrections  
Bowie, Timothy, Corrections  
Brasfield, Rebecca A., Sheriff's Office  
Brown, Clyde E., Sheriff's Office  
Devres, Cozell, Sheriff's Office  
Douglass, Michael G., Support Services  
Erving, Arrie L., Human Resources  
Gregory, Donald V., Corrections  
Guyton, Tony L., Corrections  
Harris, Jerry N., Corrections  
Haynes, Moses, Corrections  
Herron, Darryl W., Corrections  
Lee, Gwendolyn E., Corrections  
Moore, Tony R., Corrections  
Morris, Anna M., Corrections  
Parker, Vince A., Corrections  
Robinson, Rodney L., Corrections  
Shumpert, James E., Corrections  
Taylor, Anthony M., Corrections  
Taylor, Michael, Sheriff's Office  
Taylor, Orlando R., Corrections  
Upshaw, Reginald J., Corrections  
Vinson Jr, Elarence, Corrections  
Watts, Tony D., Corrections  
Webb, Colles J., Corrections  
Williams, Hazel, Corrections  
Young, Brenda J., Juvenile Court

## Retirees

### MAY 2014 RETIREES

#### Employee, Years of Service & Department

Angela Capocaccia (28), Sheriff's Office  
William Conley (23), Sheriff's Office  
Renee Dunn (35), Support Services  
Irvin Jones (9), Head Start  
Cynthia Lawrence (29), Health Services  
Ray C. Newberry (25), Corrections  
Charles Craig Smith (26), Sheriff's Office  
Michael Triplett (34), General Sessions  
Saray Trouy (26), Assessor's Office  
Michael Watts (35), Sheriff's Office  
Randy J. Wood (25), Sheriff's Office

Grandparents can be role models about areas that may not be significant to young children directly but that can teach them about patience and courage when we are ill, or handicapped by problems of aging.

Our attitudes toward retirement, marriage, recreation, even our feelings about death and dying may make much more of an impression than we realize.

Eda La Shan



## MAY 2014 CONDOLENCES

*Below is a list of employees who lost a loved one in March and April. Please keep them and their families in your prayers.*

<u>Employee</u>	<u>Department</u>	<u>Relative</u>	<u>Relation</u>
Tanya Pressgrove	Sheriff's Office	Brendon Gray	Grandson
Brenda Kyles	Health Department	Ms. Virginia Hardy Boyland	Daughter
Sandra Hughes	Fire Department	Ms. Joanne Brazzle	Sister
Sharon Logan	Election Commission	Mr. David Logan	Husband
Irma Pratcher	GS Crim Crt Div. 13	Employee	Employee
Rosemary Sue Andrews	DA's Office	Employee	Employee
Jura Nichols	Health Department	Ms. Gloria Mason	Daughter
Pauletta Alexander	Corrections	Employee	Employee
Terry Donlad	Office of Preparedness	Ms. Loisteen Donald	Son

## Shelby County Government Mayor's Office

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Please submit stories, comments, and questions

Published by the Mayor's Office

**WE ARE ON THE WEB!**  
[WWW.SHELBYCOUNTYTN.GOV](http://WWW.SHELBYCOUNTYTN.GOV)