

Nominee Name: Beverly Kay
Nominator Name: Anne Lowry
Date: 05/25/2016

In what way does the employee demonstrate Employee of the Month criteria?

I am very excited for the opportunity to nominate Beverly Kay, Environmental Health Technician, for Employee of the Quarter. The culture of the Health Department and the Environmental Health Division is a focus on quality improvement/quality assurance. No one exemplifies this more than Beverly Kay. As I have been fortunate enough to witness, Beverly is a gem at addressing processes for quality improvement and increased efficiency in Environmental Health, the Health Department, and at times the entire County. Beverly is able to improve our processes through teamwork, innovation, and collaboration.

Teamwork

Beverly is the type of person you want on your team. She is always up for a challenge and never shies away from hard work. Just recently she helped orchestrate a very successful public health preparedness exercise. When I was deciding who would be best in each required role I was able to designate Beverly as the branch director for the local receiving site (LRS), as I knew Beverly would do a great job and think quickly on her feet as these types of exercises always require. And though I did not ask her to be anything but present on the day of the event to “play” her part she created a map of the receiving site flow of material, created and edited inventory documents, and even helped clean the actual site for the exercise, which was no easy task. Ultimately, without Beverly’s hard work the exercise would not have been successful.

Innovation

Innovation is what Beverly does best. She always says that she “hates change”, but she is always making them to improve the “process”. Several years ago Environmental Health was receiving 7-10 public records requests each day. Researching the files for these records was taking Beverly and others a great deal of time. Beverly decided that if the records were in a searchable database the search time and the delivery time to the requestor could be greatly reduced. Seven years and 15,000 scanned files later, these searches take minutes compared to the hour it would take before and can be researched while sitting at your desk. Though we have many more files to scan we are able to find any files created from 1996 to today with a click of the mouse on the database Beverly created.

Beverly also understands the importance of efficiency and cost savings. Chatham County charges an annual fee to owners of certain types of septic systems that require oversight of operation and maintenance activities. The fee required mailing a bill to each client each year; there are around 2400 clients in the monitoring program, which with just the cost of postage totaled around \$1200 per year. Beverly decided to start collecting emails of the clients so the bills could be emailed that would save time and money. Emailing the bills has not only saved the County money, the clients have expressed how much they like that we are “saving the trees” as well.

Collaboration

Finally, if the process being addressed requires input from others outside of the agency, Beverly provides them the opportunity to help as well. I mentioned the scanned files earlier and the resulting

time savings. Well, Beverly took it one step further and worked with our GIS website providers to include the scanned files on our County website. By providing the files online, anyone searching for permits for a particular property could find it themselves simply by visiting the GIS web page and clicking on the permit layer. This not only allows the public to view the files more quickly it also reduces the number of requests we receive.

As I mentioned earlier Beverly is a master at contributing to the efficient functioning of the Chatham County Public Health Department. Anyone who has reaped the benefits of an improved process can certainly understand how important having a strong foundation can be to a Division, a Department, and even to an entire County and the residents we serve. I hope that I have been able to do justice to describing just a few instances of how Beverly contributes to Chatham County not just today, but for years to come. Her work will carry on even beyond her retirement, which to me is a great accomplishment.

Thank you for your consideration of Beverly Kay for Chatham County Employee of the Quarter if you have any questions please contact me at anne.lowry@chathamnc.org.