

A monthly newsletter published
by the Office of the Mayor
for City of Memphis Employees

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INSIDE INNOVATIONS!

MORE THAN A SUMMER JOB: MAYOR'S SUMMER YOUTH INITIATIVE STRIVES TO DEVELOP YOUNG ADULTS

"I've learned to respect my elders," said Curtdell Giles, 15, a participant in this year's Mayor's Summer Youth Initiative. Giles says he also has learned the value of wearing his clothes appropriately and speaking clearly.



Curtdell Giles

"Everything I used to say, I used to drag it," he said. Giles says his mom noticed the change in his speech right away. "She said, 'I see you stopped dragging your

words,'" Giles said. "I feel I've made a good decision coming here," he added.

Najja Parker, 14, echoes the sentiment. "We have learned so many things — how to write resumes and develop a portfolio that has our autobiography, reference letters, thank you letters and certificates," Parker said.

Giles and Parker are among the 300 fourteen and 15-year-olds who participated in this year's Vocational Employment Program or VEP. An offshoot of the Summer Youth Initiative, VEP is designed to prepare today's youth for tomorrow's jobs. Therefore, its participants



Najja Parker

aren't simply earning money during the summer; they are growing too.

"We wanted the 14 and 15-year-old participants to be able to concentrate on developing their skills and getting ready to enter the workforce," Public Services & Neighborhoods Division Director Keenon McCloy said. "The goal is not only to empower them to get a job, but also for them to keep it," she added.

Although Parker and her fellow VEP participants attend development classes five days a week, they approach the course work as if they are employees. "We have many responsibilities," Parker said. "We must always be on time, dress accordingly, respect the rules and be prepared."

THE POWER OF MENTORING

Every Thursday is "dress up" day. The youth must wear business attire. Girls wear skirts or slacks and blouses. The guys wear shirts, slacks and neck ties. "Thursdays are special because not only do the kids get to dress up, but also enjoy speakers who provide great information and insight into the world that awaits them when they get older," McCloy said.

Local leaders who took time out of their busy schedules to address the VEP



Councilman Myron Lowery encourages the youth to participate in the democratic process.

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youth included Mayor Willie W. Herenton, United States West Tennessee District Court Judge Bernice Donald, Councilman Myron Lowery, Grizzlies forward Lorenzen Wright and many more.

Along with the speakers, the VEP teachers play a significant role in mentoring the youth. John Wesley



Teacher John Wesley White Jr. and VEP East High site manager Carolyn Carbage discuss youth activity plans.

White Jr., 24, is one of the certified teachers who was hired to teach and mentor the youth. A physical education teacher during the school year, White was given the task of teaching basic mathematics and

finance. “I teach them about saving money, managing debt and financial investment,” he said. However, White says money and finance are not always discussed.

“When I began talking to them, I realized how little they knew about history — *their* history,” White said. “So, I started talking to them about such things as the Civil Rights Movement,” he said. White added that the youth had no idea the struggles people endured so everyone can enjoy the privileges they have today.

White also uses his own life story to discourage his young students from making the mistakes he made. “I told them, ‘It’s easy to get into trouble, but hard to get out of it,’” he said. “I may look young, but these young eyes have seen a lot.”

White apparently made an impression on Giles. A common style of dress among teens today is saggin’. Giles, like a lot of young urban males, wore his pants down low on his hips so the seat of his pants sagged. “Since Mr. White told us that saggin’ started out in prison, I have stopped wearing my clothes like that,” Giles said. “I now understand how important how you look is.”

NEW AND IMPROVED

This year marks the fifth year of the Mayor’s Summer Youth Initiative. Each year, the City of Memphis provides funding to employ approximately

2,000 local youth in positions in City government, private sector corporations and nonprofits.

According to McCloy, this year’s Initiative is better than ever. “Our overall goal this year was to provide the most meaningful employment and mentoring experience possible,” she said. “One of our first priorities was to have more first-time participants,” McCloy said. “We achieved this goal — 60 percent of the youth this year were first time participants.”

Other improvements included hiring certified teachers for the VEP program, decreasing the number of social service agency employers, increasing the number of corporate employers, and hiring monitors to evaluate the program inside and out.

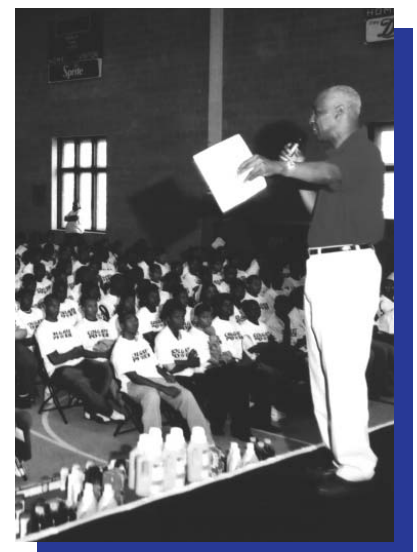
“We had several corporations commit their entire chains for placement of our youth, including Fred’s Dollar Stores and Simply Fashions,” McCloy said.

According to McCloy, the number of corporate job placements increased 20 percent this year. “We had corporate participants double and, in some cases, triple the number of youth placed with them,” she said. “We want outstanding corporations like FedEx to continue to participate,” McCloy added. “We believe we have put the right processes in place to ensure that youth leave the program better equipped to enter the job market and compete successfully.”

Giles is confident the VEP program has enabled him to compete. “They have taught us how to make the right decisions,” he said.

Giles says that although he would like to return to the program next summer, he will get a job instead.

“I am more responsible now,” he said. “I feel I’m ready.”



Mayor Willie Herenton addresses youth participants at the event kickoff.

DIVISION NEWS

HUMAN RESOURCES

Employee of the Year!

Congratulations to Employee Special Services Coordinator Karen Chunn for being selected as the division's 2003 Employee of the Year!



(l-r) HR Deputy Director Suzanne Ratliff congratulates HR Employee of the Year Karen Chunn.

Chunn, who has worked with City government for the past two and a half years, won Employee of the First Quarter, which qualified her as a finalist for the division's top honor.

"When they called my name, I was so honored," Chunn said. "The Human Resources Division is a great division to work for."

Each year, a panel of judges from outside City government chooses an Employee of the Year award recipient from among the Employee of the Quarter winners. This year's other Employee of the Year finalist was Ora Applewhite, a Quality and Professional Development senior training analyst.

Karen joins past HR Employee of the Year award recipients Deneen Al-Sadi (1999), Rochelle Williams (2000), Berlinda Williams-Strong (2001) and LaWanda Clark (2002).

Congratulations Karen!

First-ever health fair for retirees!

Last month, the Human Resources Division held its first-ever health fair for City of Memphis retirees!

Representatives from local hospitals and clinics provided free cholesterol, glucose, and respiratory screenings, health and wellness information on cancer, cardiac risk profiling, hypertension, and diabetes and more. Insurance representatives also were on hand to answer questions about prescription benefits and other insurance matters.

The health fair was such a success that division officials plan to make it an annual event.

PUBLIC WORKS

City's sewer system gets needed boost

Chances are, most Memphians have never really thought about what life would be like if there were no sewer system.

It's understandable since most Memphians likely have never had to live without it. Fortunately for all Memphians, past and present, our city's founding fathers thought enough about the subject to build a sewer system that has served us admirably for more than 125 years!

Consequently, such early foresight and continued management skill have helped Memphis become the great, thriving city it is today.

Equally important to establishing a sewer system is keeping it functional. The city currently has more than 3,600 miles of sewer lines, approximately 8,000 manholes and two large wastewater treatment facilities.

Some of this infrastructure, being more than a century old, needs repairs, upgrades and/or replacements. Therefore, funds must be available.

At the request of Public Works Division Director Jerry Collins, City Council recently approved a sewer fee rate increase to assure proper funding for the immediate future.

So what is the new rate and how do Memphis sewer rates compare with other cities?

The national average for sewer fees is approximately \$22.00 per month, or \$2.95 per 1,000 gallons of wastewater. The average Memphian has paid approximately \$4.50 per month, or 58 cents per 1,000 gallons, for the past 20-plus years!

Effective July 1, 2004, the average monthly sewer fee on Memphis utility bills adjusted to \$6.50, or 87 cents per 1,000 gallons — still well below the national average, making Memphis sewer fees the lowest of the nation's 225 largest cities.

While our founding fathers acted wisely in the establishment of the city's sewer system, today's City Council acted equally responsibly by providing adequate funding to assure Memphians with long-term, quality sewer services.

Congratulations Public Works and thank you City Council!

CQI CORNER

QPD GEARS UP FOR NATIONAL QUALITY MONTH 2004

National Quality Month is almost here! In 1984, President Ronald Reagan and the United States Congress officially designated October as National Quality Month to emphasize America's commitment to improve the quality of American goods and services.

Quality and Professional Development coordinates the City of Memphis's annual Quality Month activities. City government's commitment to excellence has not changed, though a renewed emphasis is being placed on the important work performed by City government employees for Memphis residents. This year's theme, "Quality is Bridging the Gap between Customers and Service," will aim to generate awareness of continuous quality improvement and the City's commitment to customer service excellence.

Join QPD to celebrate "National Quality Month" in October by marking your calendar to participate in the following upcoming Quality Month activities:

Date	Event	Location
Oct. 1	Kick Off Celebration	Hall of Mayors
Oct. 1	Awards for Excellence Program	Council Chambers
Oct. 12	Brown Bag Luncheon	Hall of Mayors
Oct. 19	Brown Bag Luncheon	Hall of Mayors
Oct. 28	Quality Leadership Forum	Cannon Center

QPD needs volunteers! Call 576-6424 to volunteer for Quality Month Activities.

Nominate Deserving Teams and Individuals

Quality and Professional Development annually honors employees who demonstrate superior performance in customer service excellence. Individual and team excellence awards are presented each year in the Council Chambers at the annual "Awards for Excellence Ceremony" during the Quality Month Kick Off event on October 1.

The deadline for submitting individual and team nominations is **Aug. 13, 2004**, at 5 p.m.

Team Competition will be held at the Professional Development Center, 4225 Riverdale Road, on August 26, 2004, beginning at 9 a.m. Teams must demonstrate how they developed and successfully implemented a solution plan and present the actual results of the plan's execution.

The competition is judged and scored by representatives from local quality organizations. Everyone is invited to see his or her favorite team compete for the Team Award for Excellence!

For more information about Individual and Team Awards for Excellence, contact Felecia Boyd at 576-6448.

Mayor's Service Recipients – 1st & 2nd Quarters

45 YEARS

General Services

Tommy L. McKinney

40 YEARS

City Attorney

The Family of
Marshall L. Gerber

Public Services

Franklin Delano James

Public Works

Junior White

35 YEARS

Fire

George C. Lewis
John W. Looney, Jr.
Wayne W. Peeler

Park Services

Willie R. Boyland
Jimmy R. Norwood

Public Works

J. Dean Johnson
Leslie R. Moore
Lewis Oliver, Jr.
John E. Taylor

30 YEARS

Engineering

William M. Burstyne

Fire Services

Felecia M. Adair
Charles G. Criddle
Everett R. Frazier
Paulett Trice Lockett
James T. Ripley
Michael D. Shelton

General Services

John Coker
Lennie B. Curtis, Jr.
Mims D. Gilkey
Delores J. Green
Vernon Matlock, Sr.
Clyde E. Tucker

Park Services

Walter C. Casey
Suzanne A. Fouche
Thomas Lee
Sheila Lee McGhee
William T. Payne
The Family of
Emma Tatum
Alfonzo Wright

Police Services

Donald R. Aldridge
Ronnie G. Booze
James L. Fitzpatrick
Billy C. Golden
Charles A. Hawk
Joseph Royce Hoing
James E. Holmes
Larry Jackson
Farris A. McCartney
Richard Millen
Paul R. Mruk
J. L. Nichols
Walter R. Norris
Cham N. Payne
Willie C. Powell
Frank V. Tarrance
Ronnie Thompson
Roy L. Tidwell
Lennel M. Torrance
Arthur James Walton
Tommy R. Woods
Joseph W. Wright
Phillip R. Young

Public Services

Amos L. Moss
Charles Allen Weaver

Public Works

Herman R. Adair
Clinton Allen, Jr.
William L. Anderson
Ronald A. Cobb
Robert L. Evans
Dennis Foster
Edd Franklin
Timothy E. Harris
Mitchell Harvelle
Emmanuel Jordan, Sr.
Roosevelt Jordan
Thomas W. Lanier
Larry W. Millican
John W. Mills
George R. Perry
Betty J. Riddle
George L. Saine
Charlie Saulsberry
Sylvester Stokes, Jr.
Roger D. Webster

25 YEARS

City Council

May A. Hailey

City Court Clerk

Clara Jane Fletchall
Burma B. Grayson

Engineering

Oakley C. Cassidy
Dianna Sealander
David L. Towns

Finance

Doretha McCalpin

Fire Services

Robert Allison
Mark T. Autry
Randle T. Beatty
James Covington, Jr.
Paul D. Craft
David F. Dowdie
Danny C. Garner
John R. Hudnall
Marvin D. Hurley
John Jackson III
Sherman Jackson
Jeffery A. Langley
Donald E. Lester
Carl Earl Little
Bobbie Jean Lomax
James L. Martin
Louis C. Morris
Roger A. Powell
Daniel Richmond
James R. Sims
Ronald Wadley Tapp
James L. Wilson
Larry W. Woodley
Thomas L. Woodley

General Services

Annette Rose Clay
Mary Frances Gray
John W. Love
Johnny M.
Montgomery

Housing & Community Development

Diana L. Hudson

Human Resources

Terre Johnson
Charlotte Vaughn

Park Services

Hosie B. Maxwell

Police Services

William L. Ashton
Felecia M. Barbee
Howard C. Barron
Ralph Carr
Daniel C. Chalk
Timothy Edward
Cook, Sr.
Gary T. Creasy
Karl V. Dosch
Cornell Dye
Frank G. Garrett
Geraldine Gilmore
Anice C. Gipson
Deborah Ham-Kelly
Thomas J. Helldorfer
Samuel V. Henderson
Bryant G. Jennings
David C. Martello
Charles Moore
Charles E. Newell
Janice Currin Pilot
Sampson F. Pryor
Pamela Ann Richard
William F. Robbins
Michael Lee Smith
Sharon Martin Smith
Robert J. Stone
Ed Vidulich
Wynona C. Woodruff

Public Works

John Hall, Jr.
Mary Jackson
Curtis Matthews

MARK YOUR CALENDAR

HUMAN RESOURCES

Sept. 11 — 2004 *Memphis Heart Walk.*

The City of Memphis Fitness Center invites all employees to raise awareness and funds in the fight against cardiovascular disease and stroke! Employees are encouraged to join the City of Memphis walk team and encourage their friends and family to join in on the fun.

The Heart Walk is the American Heart Association's signature fundraiser. Last year, 5,300 walkers from throughout Memphis raised \$360,000. The American Heart Association's overall goal this year is 6,000 walkers and \$500,000. Join in on the fun and help fight cardiovascular disease by contacting Rolandria Dunlap at 576-6460 for more information.

HEART WALK Change tomorrow. Today.



City Pride is a monthly newsletter published by the Office of the Mayor for city employees. Deadline for submissions is the first week of the month prior to the next issue.

Special thanks to the following contributors: Andy Ashford, Felecia Boyd, Karen Chunn, Dan Hope, Kennon McCloy, Nathan Rye, Rochelle Williams, Berlinda Williams, and Glen Yaun.

Editor: Daphne J. Thomas

Comments, suggestions and submissions are welcome. Call Daphne J. Thomas at 576-6006.

YOU'RE AWESOME!

Congratulations to the following... *Awesome* employees for providing outstanding customer service to their fellow employees and the residents of Memphis.

<i>Felecia Boyd</i>	<i>Diana McKinna</i>
<i>Johnny Boyd</i>	<i>Dale Melton</i>
<i>Dana Brown*</i>	<i>Richard Merrill</i>
<i>Ricky Burns</i>	<i>Deborah Montgomery</i>
<i>Mike Cagle</i>	<i>Florence Nightingale</i>
<i>Bill Canady</i>	<i>Daryl Payton</i>
<i>Karen Chunn*</i>	<i>Faraedoon Qaladize</i>
<i>Robert Clemmons</i>	<i>Suzanne Ratliff</i>
<i>Bobby Coney</i>	<i>Tamara Rhodes</i>
<i>Dale Cunningham</i>	<i>Margaret Sain</i>
<i>Mary Daniels</i>	<i>Mel Scheuerman</i>
<i>Tiffany Ellis</i>	<i>Curtis Simmons*</i>
<i>Lawrence Fraser</i>	<i>Larry Sims</i>
<i>Yvonne Cleveland-</i>	<i>Chandre Smyth</i>
<i>Holmes</i>	<i>Henry Stansbury</i>
<i>Ricky Evans</i>	<i>Isaac Stout</i>
<i>LaShonda Franks</i>	<i>Sherry Strong</i>
<i>Hussein Ghelichkhani</i>	<i>Barry Stroud</i>
<i>Ben Gibson</i>	<i>Jimmy Stroud</i>
<i>George Green</i>	<i>Danny Styers</i>
<i>Sara Hall</i>	<i>Elizabeth Smith</i>
<i>Chan Higginbottom*</i>	<i>Manoochehr Tanhaee</i>
<i>Willie Holloway</i>	<i>Belinda Vinson</i>
<i>Teresa Hubbard</i>	<i>Dana Taylor</i>
<i>Kenneth Johnson</i>	<i>John Taylor</i>
<i>Sennora Johnson*</i>	<i>Nathaniel Taylor*</i>
<i>Georita Junior</i>	<i>David Walker</i>
<i>Taunya Jumper</i>	<i>Karen Ward</i>
<i>David Lovell</i>	<i>Audrey Williams</i>
<i>Bill McGhee</i>	<i>Rochelle Williams</i>

* Denotes two or more "...Awesome" notes received. List includes recipients who received electronic ...Awesomes June 10 - July 20, 2004.

"You're Awesome" forms are available at the Quality and Professional Development Service Center (4225 Riverdale Road, Route #66) or from Quality Coordinators/Trainers and Division Directors.