



CAO EMPLOYEE RECOGNITION PROGRAM

AWARDS CEREMONY

The Employee Recognition Program (ERP) Committee hosted an awards reception on Wednesday, September 20th. David Janssen, Chief Administrative Officer, and Sharon Harper, Chief Deputy Administrative Officer, presented commendation certificates to employees nominated in four award categories: Service Excellence, Exceptional Teamwork, Workforce Excellence and Outstanding Leadership.

Following the reception, at the department-wide meeting, David Janssen announced the award winners. Each nominee and team was evaluated on their ability to create a positive and motivating work environment and their ability to initiate and create solutions to solve priority assignments. All nominees typify the highest standards of the CAO and contribute significantly to the department's mission and goals.

Congratulations to all the nominees and award winners!

Nominee – Service Excellence

Carlos Marquez, Financial Asset Management Branch/Real Estate Division



Carlos is a seasoned veteran in the real estate area. He is the section manager responsible for CAO asset planning and property leasing. Carlos' contributions to the organization go well beyond the specific requirement of leasing. He takes the initiative to suggest new solutions to problems thereby increasing efficiency and productivity in the lease acquisition process. He works tirelessly to mentor and coach his staff in drafting and producing Board letters and memos. Carlos is an excellent advocate for the County and highly motivated producing high quality work enhancing the County image.

Nominee – Workforce Excellence



Valerie Hara, Compensation Policy Division/Classification

Val outlines and communicates expectations to her staff before a project begins. She views each assignment as an opportunity to increase efficiency and effectiveness. This year Val helped advance the Classification's section role in the budget process.

She was progressive in her approach, identifying timelines for reports and making them available on the shared drive. The process was systematic and well thought out. She provided consistency during a time when staff apprehension of transition could have made the process more stressful. Val is a role model. Her gentle and consistent approach allows the staff to work more effectively. Her focus on the goal keeps the team on track.

Nominees - Outstanding Leadership

Marge Santos, Office of Unincorporated Area Services & Special Projects



Marge has worked in the Office of Unincorporated Area Services over six years. There has been significant staff turnover in the past two years including new managers. In response, Marge has voluntarily assumed the role of mentor for new staff and provided key guidance. She performs this role with sensitivity, patience and compassion. She has become the expert on major UAS initiatives and through this conscientiousness and dedication, has ensured the continuity of responsive, accurate and friendly service associated with UAS. Marge generously offers her insight, experience and guidance to all staff to assist them in meeting their responsibilities while meeting her own responsibilities in an exceptional fashion.



Sheila Shima, Budget & Operations Management Branch/Health

Sheila displays excellent interpersonal skills and teamwork. She is known by CAO management, Board offices, and others as the CAO expert on Department of Health Services' issues. Sheila has had to deal effectively with the department representatives and Board deputies in a number of key areas: the Health Department deficit, Martin Luther King challenges, and the separation of the Department of Health Services from Public Health and Measure B trauma funds. She often juggles multiple assignments. Recently while reviewing the result of creating a budget book using a new software system, Sheila took the initiative and volunteered to help proof sections of the book to identify format and programming problems. This involved working long hours and setting aside other work that was pending. Sheila has volunteered the past few years as an instructor at the training Academy to impart her knowledge of state and federal revenue streams. Additionally, she coordinates the administrative intern program which involves

mentoring sessions, identifying assignment opportunities, following up on evaluations and discussing placement opportunities.

Jan Takata, Financial & Asset Management Branch/Capital Projects

NO PICTURE AVAILABLE

Jan brought order and clarity to an extremely confusing issue. He brought together the Sheriff, the various branches of the CAO and the Board offices to present a vision for enhanced inmate safety, jail capacity and reducing early release. His effort resulted in the Jail Facilities Plan Board letter which presented the Board of Supervisors with a clear vision at a reasonable cost. The leadership provided by Jan resulted in the competing stakeholders to step back and see the larger picture which resulted in a consensus where one was non-existent before. Jan's negotiation skills and ability to analyze the problem effectively and offer a solution resulted in the successful recommendation of the Jail Facilities Plan by the Sheriff and the CAO.

Nominee - Exceptional Teamwork



Loss Control and Prevention Team, Risk Management/Loss Control & Prevention Section

Steven Nyblom (Not Pictured)
Doug Iwanaga
Roberto Chavez
Maria Moya
Estella Prendez
Jim Day
Jeff Howard
Christie Ramirez

The Loss Control and Prevention (LCP) section ensures a safe and healthy environment for County employees and the public. It conducts worksite assessments at County facilities, develops countywide loss control and prevention programs and policies to assist departments in controlling the number and the cost of claims related to workers' compensation injuries and illnesses. The LCP developed a risk and needs assessment serving as the cornerstone for accomplishing risk management strategic goals. Each LCP member is assigned a number of departments to support. The member is an expert on issues unique to their departments and has extensive professional background in a wide array of fields within risk management. This

combination of specific and general experience ensures that LCP can offer the best possible service to all departments. LCPs quality of service is exemplified by the substantial reduction in the County's cost of risk, which has been accomplished through the combined efforts of the CAO and departmental workers' compensation claims administrators, liability claims administration, return-to-work efforts, insurance purchasing, LCP activities, and legislative reform. Workers' compensation expenses were \$9,000,000 less in FY 2005—06 than in FY 2004-05. The LCP staff are perceived as the County experts in loss control and prevention. This perception is shared by the California Division of Occupational Safety and Health (Cal/OSHA).

AND THE AWARDS GO TO --



Carlos Marquez (Financial Asset Management Branch/Real Estate Division) receiving the *Service Excellence Award* from David E. Janssen



Valerie Hara (Compensation/Classification) receiving the *Workforce Excellence Award* from David E. Janssen



Sheila Shima (Budget & Operations Management Branch/Health) receiving *Outstanding Leadership Award* from David E. Janssen



Loss Control and Prevention Team (Risk Management/Loss Control & Prevention Section) receiving *Exceptional Teamwork Award* from David E. Janssen



**Employee Recognition Program
Instant Recognition – Shining STAR**

Shining Star is an employee instant recognition program that gives CAO employees the opportunity to be acknowledged for a job well done with a simple thank you from their peers. Here is some of the kudos received by the Employee Recognition Program mailbox this quarter:



From: Debbie Lizzari (BOMB)

To: Gregory Polk; Rene Phillips

Great Job in working closely with the Department of Mental Health to develop the budget restructure plan.

From: Loren Clapp (IGR/Graphic Arts)

To: Ricky Espinoza

Finding and ordering a circular light bulb for one of our calligraphers seemed so simple. However, you know all too well from your own travails with ordering how best laid plans can go astray.

So it was with happy amazement that we greeted your delivery (and installation) of that hard-to-find bulb today. Carole is downright gleeful with the added light and I am so pleased that I was willing to wade through the ERP "Instant Recognition" process to thank you officially.

Your efficiency and upbeat attitude just made my day.

From: Claudine Crank (BOMB)

To: Lisa Lee

Thank you once again for getting the download to me so fast that it makes my head spin!

You deserve to be recognized! You never make me feel that I am imposing on you when I ask you for a download or whatever assistance I need. You are one of the most responsive County employees I have ever met. You are always professional and willing to help in any way you can and are such a pleasure to work with.

I sure appreciate you, and I'm sure I'm not alone.

From: Diane Shamhart (FAMB/Real Estate)

To: Efrain Escalante

Just received a copy of the e-mail from Lawrence Hurst of DMH complimenting the layout for the Spring Street location for one of the eight projects you are working on associated with the new Mental Health Systems of Care program. He said the layout looks great, and I appreciate his comments for all of the work you are putting in to all of these projects, which are occurring simultaneously.

Thanks for a great job!