



CAO EMPLOYEE RECOGNITION PROGRAM

AWARDS CEREMONY

The Employee Recognition Program (ERP) Committee hosted an awards reception on Wednesday, June 27. David Janssen, Chief Administrative Officer, presented commendation certificates to employees nominated in two award categories: Service Excellence and Exceptional Teamwork.

During 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

Candace Baird – Intergovernmental Relations/Workplace Programs



Candace staffs the County's Commuter Center located on the second floor of the Kenneth Hahn Hall of Administration. Brochures on every bus, Metrolink or Metro rail line schedule and route in the County are prominently displayed outside the center. Her engaging personality facilitates interaction with her customers, and she provides assistance and information on transit options. She is not only an expert on this information but this senior also is a daily public transportation commuter. She also promotes the rideshare programs at every opportunity to visitors and advises on the health benefits of walking as a by product of the use of public transportation along with a reduction in automobile fuel emissions. Her dedication, expertise and inviting personality culminates in providing excellent service to her customers.

Nominee – Service Excellence

Robert Moran – Office of Unincorporated Area Services/Special Projects



Robert is the lead County staff in monitoring and analyzing community redevelopment activities among the County's cities; this includes negotiating with agencies to seek changes in proposed new projects or amendments to current projects. This is a highly complex arena. Robert interacts seamlessly with his colleagues in County Counsel and Auditor-Controller to fully review all relevant aspects of projects, identify County interests, issues and impact. He then develops a County position and collaboratively works to constructively engage the city or agency to resolve differences. Despite the often contentious nature of these interactions, his poise, confidence, courtesy and professionalism ensure that relations always remain positive. He keeps management fully apprised of key status information on all projects to ensure timely completion.

Nominee - Exceptional Teamwork

Unincorporated Area Services

Dorothea Park
Sam Dea
Angie Gentry
Tina Herzog
Marge Santos
Jason Tajima



The Office of Unincorporated Area Services (&UAS) unit works as a cohesive, collaborative and mutually-supportive team, complimenting each others skills and strengths and jointly advancing the interests of our unincorporated communities. While each of the staff, under the unit leader, Dorothea Park, are assigned to one of the five supervisorial districts, their common focus and unity of mission allow them to assist each other as needed. They also regularly and constructively work with the Community Services Task Force, County municipal service departments, unincorporated area

Board deputies and the public pursuing their overall goal of enhancing the quality of life for unincorporated area residents through responsive, enhanced and coordinated County services.

AND THE AWARDS GO TO --



Robert Moran (Office of Unincorporated Area Services/Special Projects) receiving the *Service Excellence Award* from David E. Janssen



Unincorporated Area Services (Office of Unincorporated Area Services/Special Projects) receiving *Exceptional Teamwork Award* from David E. Janssen



DAVID E. JANSSEN, Chief Executive Officer

At the Board of Supervisors meeting, July 10, 2007, David E. Janssen received the CEO Employee Recognition Award for Outstanding Leadership. David is recognized for contributing understanding, knowledge, and services to the Board of Supervisors, County departments, other agencies, and the public over the past eleven years. Congratulations and best wishes to an outstanding leader!



**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:



To: Simdjian, Gevork

From: Debbie Lizzari

Gevork, I too want to recognize you for the great job you're doing in this office. I know we don't always take the time to compliment people on a job well done and it's nice to see that the Board deputies recognize your talents. Great job!

To: Patricia Mannatt

From: Victoria Pipkin-Lane

Thank you for promptly taking action to resolve the Savings Bonds issue for a CAO staff member. Although you are not assigned to the Savings Bonds program, I appreciate your willingness to step in and handle the cancellation request. Your actions, including personally delivering the information to the Auditor-Controller's Office to ensure a timely response, exemplify the County's Mission to "enrich lives through effective and caring service."

Congratulations on a job well done, above and beyond the call of duty.

To: Craig Hirakawa

From: Victoria Pipkin-Lane

You are deserving of recognition for once again working effectively with a County Department to bring their Rideshare Program into compliance with South Coast Air Quality Management District regulations. Your dedication on Tuesday and hard work with CDFS has benefited the County and saved the department financial penalties.

Congratulations on a job well done!!

To: Dorothea Park

From: Martin Zimmerman

Over the past four months, you have diligently worked scores of overtime hours leading the multi-departmental effort to develop the data requested by proponents of East Los Angeles incorporation, working collaboratively with colleagues in this Office and several other County departments. Your can-do attitude and conscientious dedication to responsiveness and accountability has resulted in compilation of a massive amount of information, within existing resources and within our original time estimate. You also reflected your customary commitment to thoroughness and accuracy, personally refining and verifying all data to ensure a quality product

Your performance in this high-profile and major undertaking is truly exemplary of the highest expectations of excellence in this Office.

L. A. County STARS! – Service Excellence Award Winner – September 2007

**Jane Tsukamoto
Chief Executive Office
Budget Operations Management Branch/Government and Finance**

Jane Tsukamoto is a vital figure in the budget development and monitoring process. She is more than just a number's' cruncher. Jane has the inherent ability to take information gathered across Department lines and synthesize it into a format easily used by County leadership in making tough budget decisions. Throughout this process she is aware of standards set by the Auditor-Controller and the Chief Executive Office. During budget deliberations, Jane orchestrates the course of action. She tracks and analyzes the Proposed Budget. She coordinates the many changes with the Auditor-Controller, Chief Executive Office, and Board of Supervisors and serves as the "go to" person. Jane puts controls in place streamlining the process, eliminating the chaos by defining the roles of the participants, ensuring the new budget numbers are available immediately after the final Board Motion is adopted. Congratulations Jane on your L.A. County STARS Service Excellence award!



L. A. County STARS! – Service Excellence Award Winner – June 2007



**Lesley Blacher
Chief Executive Office
Service Integration Branch and Special Initiatives**

Lesley Blacher is the project manager responsible for leading the work on the development of a multiagency, community-based Family Support Center. Lesley's contributions to the project and to the department are exemplary. She is creative and resourceful and comes up with excellent solutions to problems. Lesley's work on the Family Support Center resulted in the development of integrated protocols. These new protocols greatly improved services to children and families and solidified working partnerships that better meet the needs of County agencies.

L.A. County STARS – Organizational Effectiveness Award Winner – May 2007



**Chief Executive Office
Loss Control and Prevention Section**

The Loss Control and Prevention team ensures a safe and healthful environment for County employees, visitors, clients, and the public. LCP developed risk and needs assessment tools that are the cornerstone in reaching risk management goals. Specific examples include the Fire Department's Risk and Needs Assessment and follow up "town hall" meetings to provide guidance on opportunities for change and serving as technical subject matter experts to affect change. Another example, include staff working with employees and management staff at Martin Luther King Medical Center to assist the facility in their preparation for a regulatory review relating to fire safety issues

EMPLOYEE OF THE YEAR 2007

The Employee Recognition Program honored four individuals who won top prizes in Service Excellence, Workforce Excellence and Outstanding Leadership during 2007. CEO Bill Fujioka announced the Employee of the Year at the December 5th department meeting. The nominees competing for the Employee of the Year award were:

- **Jose Aldana** - Service Integration Branch/Data Integration
- **Lesley Blacher** - Service Integration Branch/Special Initiatives
- **Kathy Malaske-Samu** - Service Integration Branch/Office of Child Care
- **Robert Moran** - Strategic Planning and Special Projects Branch

AND THE AWARD GOES TO.....



Robert Moran