



COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

August 4, 2006

To: All Department Heads
From: Michael J. Henry
Director of Personnel

Subject: **LA COUNTY STARS! – NOVEMBER 2006**
(SPECIAL TALENTS FOR ACHIEVING REMARKABLE SERVICE)

Recognition of **LA COUNTY STARS!** is scheduled to begin in November 2006. **STARS!** is an exciting new program which replaces the Employee of the Month Program and serves to recognize employee performance reflective of the County mission statement and values. Under **LA COUNTY STARS!**, management and non-management employees, individuals and teams may be recognized.

Consistent with the County mission statement and values, departments may submit **only one** nomination (individual or team) per month. These nominations should reflect the positive image of County employees and provide an excellent opportunity for enhancing staff morale. Please note that the number of awards given each month will depend upon the number of nominees who meet the threshold criteria based upon the points awarded for each entry (18 out of 20 points required for consideration).

Your department's nomination is requested by September 7, 2006. **Please submit the appropriate three-page nomination form** for your nominee/team from one of the four Strategic Plan Organizational Goal categories of:

- Service Excellence
- Workforce Excellence
- Organizational Effectiveness
- Fiscal Responsibility

For the month of November 2006, the **STARS!** Strategic Plan Goal Category Award Ceremonies will take place as follows:

November 7	Service Excellence
November 14	Workforce Excellence
November 21	Organizational Effectiveness
November 28	Fiscal Responsibility

All Department Heads
August 4, 2006
Page 2

Your nomination for **only one** of the above categories should be sent to Joyce Stanfield, Program Coordinator, Suite 1000 at 3333 Wilshire Boulevard, Los Angeles, CA 90010. These forms are available via an e-mail request to jstanfield@lacdhr.org. **The Department of Human Resources (DHR) will become the sole proprietor of all nominations; consequently, we are unable to provide or produce copies for departmental use.** The nomination forms are attached, along with the selection criteria and suggestions for documentation.

Please note that the total score for your department's entry will be based upon the points assigned to the required nomination form criteria and the shared values checklist. Following the selection and notification of **LA COUNTYSTARS!**, the Board of Supervisors will recognize the individual(s)/team(s) on the Board meeting dates as noted above. If you have any questions, please call me or Sandra Wallace Blaydow of my staff at (213) 351-8945.

MJH:STS
SWB:ag

Attachments

c: Each Supervisor



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Service Excellence

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title

Years in County Service:

Department Name

Division of Department

Work Address (for teams, please attach a separate sheet):

Work Telephone Number:

Work E-mail Address

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name:

Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Phone Number:

Fax Number:

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s): _____

Service Excellence: Providing the public with easy access to quality information and services that are both beneficial and responsive.

1. Describe how the nominee improved the quality or delivery of a service product.

Internal Use Only

2. Describe how the nominee responded to customer requirements in an exemplary, timely, and courteous manner.

3. Describe how the nominee solved customer problems/concerns quickly and innovatively.

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

A can do attitude – approaches each challenge believing that, together, a solution can be achieved. _____

Accountability – accepts responsibility for the decisions made and the actions taken. _____

Compassion – treats those we serve and each other in a kind and caring manner. _____

Commitment – goes the extra mile to achieve our mission. _____

Integrity – acts consistent with our values. _____

Professionalism – performs to a high standard of excellence. _____

Respect for Diversity – places value on the uniqueness of every individual and their perspective. _____

Responsiveness – takes the action needed in a timely manner. _____

BONUS: Describe how the nominee employed **collaboration** in their achieving results. _____

Initial

Dept No.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Workforce Excellence

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title

Years in County Service:

Department Name

Division of Department

Work Address (for teams, please attach a separate sheet):

Work Telephone Number:

Work E-mail Address

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name:

Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Phone Number:

Fax Number:

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s): _____

Workforce Excellence: Enhancing the quality and productivity of the County workforce.

Internal Use Only

1. Describe how the nominee demonstrated initiative or creative ability in the development and improvement of methods, procedures, or devices resulting in substantially increased productivity and efficiency. _____

2. Describe how the nominee significantly exceeded goals while performing a priority assignment. _____

3. Describe or list any training or skill development used by the nominee in creating program(s) to enhance the quality and productivity of the County workforce. _____

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

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Commitment – goes the extra mile to achieve our mission. _____

Integrity – acts consistent with our values. _____

Professionalism – performs to a high standard of excellence. _____

Respect for Diversity – places value on the uniqueness of every individual and their perspective. _____

Responsiveness – takes the action needed in a timely manner. _____

BONUS: Describe how the nominee employed **collaboration** in their achieving results. _____

Initial

Dept No.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Organizational Effectiveness

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title

Years in County Service:

Department Name

Division of Department

Work Address (for teams, please attach a separate sheet):

Work Telephone Number:

Work E-mail Address

Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:

Name:

Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:

Date:

Name, Title, Mailing Address of Nominator:

Phone Number:

Fax Number:

Department Head's Signature:

Date:

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
2.					
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8.					
9.					
10.					

Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s): _____

Organizational Effectiveness: Ensuring that service delivery systems are efficient, effective and goal-oriented.

Internal Use Only

1. Describe how the nominee demonstrated the ability to analyze, assess and improve the effectiveness of the organization. _____

2. Describe how the nominee streamlined business processes and made the organization more efficient. _____

3. Describe how the nominee fostered teamwork and/or collaboration to accomplish goal(s). _____

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

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Professionalism – performs to a high standard of excellence. _____

Respect for Diversity – places value on the uniqueness of every individual and their perspective. _____

Responsiveness – takes the action needed in a timely manner. _____

BONUS: Describe how the nominee employed **collaboration** in their achieving results. _____

Initial

Dept No.



Employee/Team Nomination (Monthly)
LA COUNTY STARS! (Special Talents for Achieving Remarkable Service)
Fiscal Responsibility

Employee/Team Name (use space provided below to enter Team Members' information):

Payroll Title	Years in County Service:
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Department Name	Division of Department
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Work Address (for teams, please attach a separate sheet):

Work Telephone Number:	Work E-mail Address:
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Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:	Name:
	Phone Number:

This nomination is submitted by the following departmental administrators:

Signature of Nominator:	Date:
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Name, Title, Mailing Address of Nominator:	Phone Number:
	Fax Number:

Department Head's Signature:	Date:
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Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Please use Arial font; no less than 11 pitch for all entries

Employee /Team Name(s): _____

Fiscal Responsibility: Strengthening the County fiscal capacity.

1. Describe how the nominee safeguarded County assets and effectively managed funds within the organization. *Internal Use Only*

2. Describe how the nominee developed innovative, cost-saving procedures, processes or programs.

3. Describe how the nominee implemented performance-based management and decision-making skills based on *Performance Counts!* data.

Initial

Dept No.

SHARED VALUES CHECKLIST

How well did the nominee reflect the County of Los Angeles' Shared Values in accomplishing their results? **Please note:** It is important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will be assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use Only

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Professionalism – performs to a high standard of excellence. _____

Respect for Diversity – places value on the uniqueness of every individual and their perspective. _____

Responsiveness – takes the action needed in a timely manner. _____

BONUS: Describe how the nominee employed **collaboration** in their achieving results. _____

Initial

Dept No.

SELECTION CRITERIA AND GUIDELINES FOR NOMINATIONS

ELIGIBILITY

All permanent employees performing competently or higher are eligible for nomination, with the exception of Department Heads and Chief Deputies, or a team or individual that has previously been recognized within the last 12 months. The program allows for the nomination of teams, individuals, management and non-management employees. Teams are generally defined as task forces, committees, or groups consisting of 20 individuals or less.

NOMINATION PROCESS

Nominations will be a maximum of three pages in length. Additional pages and attachments will be discarded (**Arial font should be used for each nomination, no less than 11 pitch.**)

Nominations should be made for achievements occurring within the last 12 months. Each department may submit one nomination (individual or team) per month for one of the Strategic Plan Organizational Goals. The number of awards given each month will depend upon the number of nominations that meet the threshold criteria based upon points awarded (18 out of 20 points). Departments are not required to submit a nomination each month, but are encouraged to submit an entry they deem worthy of recognition.

When an **interdepartmental team** is nominated, the lead department will submit the nomination on behalf of the other participating departments. All participating departments can still be nominated as a member of another team or nominate an individual from their department, although not for a project/effort for which a team is nominated.

SUGGESTIONS FOR DOCUMENTATION

The nomination should focus on the individual or team's accomplishments in County service. Collaboration with other County departments is of particular merit. Nominations for accomplishments that embrace this key component of service may receive bonus rating points. Please describe the relationship between the accomplishments to be recognized and the specific Strategic Plan Goal, such as Service Excellence, Workforce Excellence, Organizational Effectiveness, or Fiscal Responsibility.

It is not sufficient to indicate in general that your nominee/team has a good personality and relates well to people. This has been true of every nominee. Your objective is to document the exceptional achievements of County employees and to promote performance consistent with the organizational goal categories of the

Countywide Strategic Plan, the County of Los Angeles Shared Values and the importance of collaboration.

Use plain language. Avoid using technical terms and abbreviations. The evaluation committee members who read your nomination may not be acquainted with the technical aspects of your nominee's work. When drafting the nomination, it is imperative to document accomplishments that have occurred within the last 12 months prior to submission. Future anticipated accomplishments will be disregarded by the evaluation committee. With this in mind, please be cautious in your usage of tense to describe past accomplishments; e.g., "Mr. Smith generated a cost savings of \$10 million for his department" instead of "Mr. Smith will generate a cost savings of \$10 million for his department."

STRATEGIC PLAN ORGANIZATIONAL GOALS:

- 1) Service Excellence – Providing the public with easy access to quality information and services that are both beneficial and responsive.
- 2) Workforce Excellence – Enhancing the quality and productivity of the County workforce.
- 3) Organizational Effectiveness – Ensuring that service delivery systems are efficient, effective and goal-oriented.
- 4) Fiscal Responsibility – Strengthening the County's fiscal capacity.