COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

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To Enrich Lives Through Effective and Caring Service

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

January 26, 2004

To: All Department Heads

From: Michael J. Henry
Director of Personnel

Subject: **COUNTY OF LOS ANGELES EMPLOYEE HANDBOOK**

We are pleased to announce the publication of the County of Los Angeles Employee Handbook. The enclosed Handbook was developed in collaboration with subject matter experts from 15 County departments.

The Handbook is a component of the Countywide New Employee Orientation Program; however, all County employees should receive a copy for general reference. Published in a looseleaf format, the Handbook provides clear, easy-to-locate sections regarding the County organization and Strategic Plan, key performance expectations and responsibilities, the importance of excellent customer service, Countywide policies, and information regarding benefits and special programs.

The County of Los Angeles Employee Handbook goes beyond the routine explanations of health benefits and basic policy. It is designed to be of use to employees throughout their careers, from orientation to retirement. Introducing employees to the Strategic Plan Goals and the standards set by the County Mission and Vision Statement, the Handbook reinforces the image of County service as a noble and rewarding career. It delivers the message that County employees are held to high standards of customer service, efficiency, workplace conduct and integrity.

Arrangements were made with departmental human resources offices for delivery of Handbooks between January 26 and January 31, 2004. The individually shrink-wrapped Handbooks are printed on three-hole-punched paper, ready to be placed in binders. Since the funding for this project limited the number of Handbooks we were able to procure, we are not able to provide one Handbook for each employee in your department. As discussed with your human resources office, after receiving your initial quantity, additional copies may be ordered directly or through DHR. Additionally, shortly after delivery is completed, the Handbook will be published on the DHR website and departments will be able to download copies or research information on-line.

If you have any questions, please contact me at (213) 974-2406 or Lu Takeuchi, Senior Human Resources Manager, at (213) 738-2299; or your staff may contact Helen Miller at (213) 738-2132.

MJH:TJH
LT:HM

c: Each Supervisor

Enclosure