COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
579 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 FAX (213) 621-0387

BRANCH OFFICE
3333 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90010
(213) 738-2222 FAX (213) 637-0820

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

February 28, 2007

To: Department Heads

From: Sandra Wallace Blaydow
Human Resources Manager

Subject: **LA COUNTY *STARS!* – MAY 2007**
(SPECIAL TALENTS FOR ACHIEVING REMARKABLE SERVICE)

LA COUNTY *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 April 3, 2007. **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 May 2007, the **LA COUNTY *STARS!*** Strategic Plan goal category award ceremonies will take place as follows:

May 1	Service Excellence
May 1	Workforce Excellence
May 15	Organizational Effectiveness
May 15	Fiscal Responsibility

Your nomination for **only one** of the above categories should be sent to John S. Mina, Program Coordinator, at 3333 Wilshire Boulevard, Suite 1000, Los Angeles, CA 90010. These forms are available via an e-mail request to lacountystars@hr.lacounty.gov or you may download them from the **LA COUNTY *STARS!*** Web site, http://stars.lacounty.gov. **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, along with the selection criteria and suggestions for documentation and two sample nominations are attached for your use.

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 COUNTY *STARS!***, 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 at (213) 351-8945 or John S. Mina of my staff at (213) 738-2352.

Thank you.

MJH:STS
SWB:ma

Attachments

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.					
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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.

Internal Use Only

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

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. _____

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Initial

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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. _____

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Initial

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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*
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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. _____

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Initial

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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. _____

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Initial

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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
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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

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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. _____

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Initial

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

Employee /Team Name(s):_____

Fiscal Responsibility: Strengthening the County fiscal capacity.

Internal Use Only

1. Describe how the nominee safeguarded County assets and effectively managed funds within the organization. _____

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

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. _____

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Initial

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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:

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

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):* *Jane Smith*	
Payroll Title *Administrative Assistant II*	**Years in County Service:** *5*
Department Name *Department of Public Social Services*	**Division of Department** *State Division*
Work Address *(for teams, please attach a separate sheet):* *12345 Mall Avenue, Suite 1200* *Los Angeles, CA 90010*	
Work Telephone Number: *(213) 999-9999*	**Work E-mail Address** *email@email.com*
Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:	**Name:** *John Doe* **Phone Number:** *(213) 999-9999*

This nomination is submitted by the following departmental administrators:

Signature of Nominator: John Golden	**Date:** 9/20/06
Name, Title, Mailing Address of Nominator: *John Golden, Administrator* *222 N. Grand Avenue, Suite 1* *Los Angeles, CA 90012*	**Phone Number:** *(213) 777-7777* **Fax Number:** *(213) 555-5555*
Department Head's Signature: Jake Seeger	**Date:** 9/21/06

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
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Please use Arial font; no less than 11 pitch for all entries

Good Sample

Employee /Team Name(s): *Jane Smith*

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.

Ms. Smith supervises the accounting and clerical staff for the Interim Assistance Recovery Unit. The unit is responsible for recovering funds from former General Relief participants approved for Social Supplemental Income. The monthly recovery rate exceeds $1 million.

In her supervising capacity, Ms. Smith assessed the productivity of the unit and formulated several strategies including performance counts in the operational measures to increase workflow and the timely delivery of services to clients. She also instituted upkeep and maintenance of various logs to focus improvement efforts within the unit. Her ability to perform multiple tasks in a highly efficient manner has proven to be one of her best assets. In addition, Ms. Smith has taken an extra step in training staff with new processes in order to improve the effectiveness of the services we provide to our clients and the overall effectiveness of the unit.

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

Ms. Smith completed two computerized tracking systems for the Interim Assistance Recovery Unit.

- *The first program allows staff to review cases referred to the Treasurer and Tax Collector's Office for collection. The program allows the user to view the amount referred, collected, and the remaining balance. This database tool has streamlined the process and eliminated the previous time consuming task of performing a manual search through various files. This improves overall customer service and provides immediate answers to telephone inquiries.*
- *The second program provides an automated fax cover memo. The user types in the participant's identification number and a cover memo is automatically generated with all case information completed. This program has reduced the amount of time spent typing out each cover memo. It promoted greater efficiency and decreases the likelihood of typographical errors.*

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

Ms. Smith has a teamwork approach to everything she does. Her interest in training staff and assisting them with their assignments has, in turn, helped the staff in producing exemplary work. She has the unique capacity of resolving complex issues thoroughly and effortlessly. In her role as supervisor of the Interim Assistance Recovery Unit, despite being faced with critical time constraints, she developed a plan to complete reports and get them to clients on time. In order to complete two computerized tracking systems for the Interim Assistance Recovery Unit, Ms. Smith convened an ad hoc committee composed of subject matter experts from various County departments such as Treasurer and Tax Collector, Children and Family Services, Child Support Services, Mental Health and District Attorney to assist in the formulation of a seamless process/method to attain effectiveness and efficiency in the delivery of services. She also sought the advice of an outside vendor who had key knowledge of how such a tracking system works.

Initial

Dept No.

Good Sample

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. _____
In her tenure with the department, Ms. Smith has approached each challenge with the mentality that she can do anything if she puts her mind to it. This attitude contributed to her research and development of the Interim Assistance Recovery Program and significant savings to the County.

Accountability – accepts responsibility for the decisions made and the actions taken. _____
In an effort to improve customer service and reduce complaints, Ms. Smith took the initiative to develop new procedures and streamline processes. In so doing, she assumed full responsibility for her decisions. During staff training and the implementation phase, Ms. Smith assumed full accountability for mistakes on her part and that of her staff and took the necessary steps to remedy problem areas.

Compassion – treats those we serve and each other in a kind and caring manner. _____
Ms. Smith is compassionate in dealing with those that are displaced and almost all of them express their gratitude for her help and understanding. Ms. Smith has received numerous "On the Spot" recognition forms for her excellent service and her ability to treat her clients with respect and dignity.

Commitment – goes the extra mile to achieve our mission. _____
Ms. Smith has been very instrumental in helping the department meet audit requirements for the Interim Assistance Recovery Unit and year end deadlines by working long hours during the week and on weekends.

Integrity – acts consistent with our values. _____
Ms. Smith takes great pride in doing quality work, as demonstrated in her integrity, honesty and trustworthiness. Due to her integrity, Ms. Smith was able to research and recover $15,000 of double payments for the County.

Professionalism – performs to a high standard of excellence. _____
Ms. Smith is very professional in her dress and mannerism and promotes the department's and the County's vision in a positive manner. Her work product has been consistently exceptional and has promoted a positive image of the Department and the County to the public we serve.

Respect for Diversity – places value on the uniqueness of every individual and their perspective. _____
Working in a County with people from different backgrounds, Ms. Smith respects each client individually no matter what language they speak and where they come from. Ms. Smith is also fluent in Spanish, which has increased her ability to communicate with clients. She also spearheaded the construction of a ramp to accommodate the needs of a new incoming wheel-chair bound employee.

Responsiveness – takes the action needed in a timely manner. _____
Ms. Smith has consistently responded to the requests of her clients immediately and taken the time to assist each one individually providing them with answers and solutions to their issues. The vast number of On-the-Spot Recognition forms she has received is a testament of her dedication to timeliness.

BONUS: Describe how the nominee employed **collaboration** in their achieving results. _____
Ms. Smith has worked in collaboration with the Departments of Children and Family Services, Child Support Services, Mental Health and the District Attorney in formulating seamless processes and efficiency measures for her unit. The newly implemented strategies resulted in increased productivity and timely delivery of services for the Interim Assistance Recovery Unit.

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Initial

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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): Lucas Saturn	
Payroll Title *Administrative Services Manager*	***Years in County Service:*** 7
Department Name *Sheriff*	***Division of Department*** *Administrative Services*
Work Address (for teams, please attach a separate sheet): 3345 Pico Boulevard, Suite 1700 Los Angeles, CA 90010	
Work Telephone Number: *(213) 333-2222*	***Work E-mail Address:*** LSaturn@lasd.org
Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:	***Name:*** *Leslie White* ***Phone Number:*** *(213) 999-5555*

This nomination is submitted by the following departmental administrators:

Signature of Nominator: Jane Smith	***Date:*** 9/20/06
Name, Title, Mailing Address of Nominator: *Jane Smith, Director of Operations* *120 Acre Wood Street,* *Los Angeles CA 90010*	***Phone Number:*** *(213) 777-3333* ***Fax Number:*** *(213) 777-4444*
Department Head's Signature: John Doe	***Date:*** 9/26/06

Team Member(s) Information

Name	Title	Department /Division	Years of Service	Telephone	E-mail
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Please use Arial font; no less than 11 pitch for all entries

Bad Sample

Employee /Team Name(s): Lucas Saturn

Fiscal Responsibility: Strengthening the County fiscal capacity.

Internal Use Only

1. Describe how the nominee safeguarded County assets and effectively managed funds within the organization.

_____

In recent years the Sheriff's Department has been forced to significantly tighten its budgetary belt, including major curtailments in Fiscal Years 02-03 and 03-04. Mr. Saturn spearheaded an initiative to help the department save money by cutting down on unnecessary costs.

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

Mr. Saturn and his team developed a process to track expenses and helped the department save a significant amount of money. His efforts resulted in curtailments in some areas and the ability to focus expenditures in areas of shortfalls.

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

Mr. Saturn and his staff drafted a board motion recommending the purchase of five prisoner buses in excess of $450,000. The buses were desperately needed to transport the increased inmate population.

_____
Initial

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Dept No.

Bad Sample

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. _____
Mr. Saturn is very diligent and demonstrates a positive work ethic to his staff.

Accountability – accepts responsibility for the decisions made and the actions taken.
Mr. Saturn takes pride in excellence and has had no problems assuming responsibility for his decisions. _____

Compassion – treats those we serve and each other in a kind and caring manner.
Mr. Saturn gets along well with everyone that he works with. _____

Commitment – goes the extra mile to achieve our mission.
Mr. Saturn is a very hard worker and can always be relied upon to complete his assignments. _____

Integrity – acts consistent with our values.

_____

Professionalism – performs to a high standard of excellence.
Mr. Saturn has consistently produced outstanding quality work. He has proven to be the model of an exceptional employee and set a very positive example for others. _____

Respect for Diversity – places value on the uniqueness of every individual and their perspective.
The department deals with different types of people from many walks of life. Mr. Saturn respects those he serves and works with and values each of their opinions and customs. _____

Responsiveness – takes the action needed in a timely manner.
Mr. Saturn is very conscientious and consistently completes his assignments on time. _____

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

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Initial

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Dept No.