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

October 3, 2008

To: Department Heads

From: Sandra Wallace Blaydow
Senior Human Resources Manager

Subject: **LA COUNTY *STARS!* – DECEMBER 2008**
(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 November 4, 2008. **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 December 2008, the **LA COUNTY *STARS!*** Strategic Plan goal category award ceremonies will take place as follows:

December 2	Service Excellence
December 2	Workforce Excellence
December 16	Organizational Effectiveness
December 16	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:lh

Attachments

c: Deputy Chief Executive Officers
Chief Deputies
Administrative Deputies

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
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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 benefic and responsive.

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

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:** I important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use

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

_____
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 C

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

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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 important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use C

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

_____
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 C

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

_____

SHARED VALUES CHECKLIST

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

Internal Use O

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
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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 (*

_____

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. _____

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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 important to provide specific examples of shared values as they are a critical component of the rating. A numerical score will assigned to each shared value and will be carefully considered in compiling the candidate's overall score.

Internal Use C

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.

Good Sample 1

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): SANDY DININGER	
Payroll Title REGIONAL PARK SUPERINTENDENT I	***Years in County Service:*** 15
Department Name PARKS AND RECREATION	***Division of Department*** REGIONAL AGENCY
Work Address (for teams, please attach a separate sheet): 10700 W. ESCONDIDO CANYON RD. AGUA DULCE, CA 91390	
Work Telephone Number: 661-268-0840	***Work E-mail Address*** sdininger@parks.lacounty.gov
Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:	***Name:*** IMEE PERIUS ***Phone Number:*** 213-738-2963

This nomination is submitted by the following departmental administrators:

Signature of Nominator: Imee Perius	***Date:*** JUNE 5, 2007
Name, Title, Mailing Address of Nominator: IMEE PERIUS PUBLIC INFORMATION OFFICER 433 N. VERMONT AVE. LOS ANGELES, CA 90020	***Phone Number:*** 213-738-2963 ***Fax Number:*** 213-738-6444
Department Head's Signature: RUSS GUINEY	***Date:*** JUNE 5, 2007

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): SANDY DININGER

Good Samp

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

Internal Use

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

Sandy Dininger works at Vasquez Rocks, one of the department's premiere natural areas that serves as both a recreational and educational facility. Through innovative thinking, Sandy has truly enhanced these aspects of Vasquez Rocks so that residents throughout Los Angeles County can more fully enjoy and appreciate the park. In particular, Sandy implemented a Junior Ranger Program that engages kids in hands-on learning about flora, fauna, natural area ecosystems and outdoor safety. Sandy does this with a team of staff and volunteers who also provide specialized hikes for school children. The enthusiasm and energy with which Sandy leads the Junior Ranger Program and the fact that many children visiting this facility have never been out of the inner city have resulted in unique experiences for the children who become genuinely excited about the outdoors, learning and respecting the natural beauty of the area. No matter where a park patron comes from, Sandy strives to make everyone feel comfortable and everyone knows they can ask Sandy any question and she will respond with respect and kindness. The beauty of Vasquez Rocks garners a lot of interest from the filming community. Sandy has worked tirelessly to improve relationships with filming companies who admire and appreciate the incredible uniqueness of the facility. She personally shows production scouts the wide variety of areas at the facility, quotes fees and monitors the filming at the facility to ensure the protection of this beautiful natural area. Many times, this includes monitoring overnight filming. Thanks to Sandy's responsiveness to filming companies and her dedication to balancing the needs of filming with the quality-of-life requirements for the neighbors in homes surrounding the facility, Vazquez Rocks is in popular demand and successfully realizes more than $65,000 of revenue annually. This could not be done without Sandy's commitment to preserving and protecting the beautiful natural areas, respect for the rights of park neighbors and keen awareness of revenue enhancing opportunities. Vasquez Rocks also has a number of live birds of prey at the facility which require daily care, feeding, cleaning and monitoring their condition. These birds have been rehabilitated and can no longer live in the wild but they help Sandy in her ongoing efforts to educate facility visitors. Because of her vast knowledge of the department and its many outdoor areas, Sandy is frequently asked to participate in community fairs and other events where her booth, complete with an owl or other animal from her facility, is always a favorite.

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

Sandy responds to customer requirements in an exemplary, timely and courteous manner every day while performing her duties at the facility. She always tries to accommodate the large number of groups of children who want to visit the facility and she often changes her schedule to fulfill their needs. After hearing from park visitors how much they enjoyed the beauty of the facility throughout the day, especially at sunrise, she helped facilitate an Easter Sunrise Service program which is now a two-day event that attracts more than 3,500 people. The event takes place from 4:00 a.m. to 8:00 a.m. and requires a great deal of pre-planning, permits and staff and volunteer organization to ensure a successful event while still making the rest of Easter Sunday smooth and enjoyable for visitors who come for a day at the park. When a long-time area resident and long-time park user passed away, Sandy worked with his family and the community to conduct an outdoor memorial service. The family was so touched by her kindness, compassion and commitment to ensuring the service was beautiful. Sandy has had to respond to the scene of many serious and some fatal accidents. During one such accident, she assisted the 911 medical response team by utilizing her training in first aid and CPR while comforting the victim who fell off a cliff. Sandy always remains calm and focused and is willing to help in anyway she can.

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

Sandy and her staff responded to an emergency call from a park neighbor when a 4 ft. tall Great Blue Heron was found injured with a broken wing in a backyard pond. She assisted in gently capturing the bird and transporting it to a rehabilitation center for treatment. The newspaper article read, "Our Park Rangers quietly and in many cases courageously, see to the safety of visitors to the Parks. It matters not to them whether the visitors are of the human variety, or other." Vasquez Rocks provides a wonderful opportunity for expert and novice hikers alike. To assist novice hikers who aren't as prepared for their hike as experienced ones, Sandy implemented a creative and innovative "Reserve a Guide" program where guides take visitors on a hike at the park. This is especially important as it gives people an opportunity to hike in one of the County's most beautiful natural areas while ensuring they have the proper supplies for the hike and by guiding and educating them. Through this new program, visitors are guaranteed a safe hike, liability is reduced for Los Angeles County, hikers feel more comfortable and are taught exactly what to bring to have a safe and enjoyable experience the next time they come to the park on their own.

Initial

Dept No.

SHARED VALUES CHECKLIST

Good Sam

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

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

Sandy works regularly with students and others who film at Vasquez Rocks and makes their assignments more efficient by guiding them to suitable sites, keeping them safe and gently informing and educating them on resource protection rules and regulations while helping them accomplish their mission. One student wrote to say, "I have visited Vasquez Rocks and spoken with the Park Ranger, Sandy. She was incredibly informative and helpful. She made the scouting experience fun for us, and I wanted you to know how great she is." Another example is her willingness to always avail herself to participate in community fairs and other events which help promote the facility, natural areas and the great outdoors.

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

Sandy accepts responsibility for all decisions she makes which includes the sensitive balance of filming at Vasquez Rocks. Park neighbors rarely enjoy large film shoots, sometimes lasting several days and overnight in the park next to their homes. Sandy keeps in touch with all of her neighbors alerting them of filming, listening to their concerns and addressing all issues with the film crews to ensure they stay within County guidelines. She has earned the trust of the neighbors and film crews and both know that Sandy is making decisions and taking actions in the best interest of both parties.

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

Sandy treats everyone she comes in contact with in a kind and caring manner. This includes co-workers, volunteers, residents surrounding her facility, and the many children and families who visit the park every day. She understands how important it is to make everyone feel comfortable while educating them on the area. This is especially important with new hikers and new park visitors. Sandy's compassion comforts and allows them to ask questions they might not otherwise ask because they are too intimidated.

Commitment – goes the extra mile to achieve our mission.

Sandy's commitment is outstanding! She willingly and frequently works weekends and after hours to ensure that all of the details of the many special events provided at the facility are handled ensuring the best experience for our visitors. In addition, Sandy works many times throughout the night ensuring that production companies obtain what they need for their shoot and that the filming does not interfere with day-to-day operations. She does all this while maintaining the trust of neighbors that the filming will stay within County guidelines. Sandy is frequently at the facility after hours and weekends caring for injured or sick animals. She has volunteered to be a trainer for a number of training programs for the department.

Integrity – acts consistent with our values.

Sandy's integrity is unsurpassed! She is always thinking of the County image and has earned the respect of her co-workers, fellow departmental employees, supervisors, people residing in homes surrounding the park, filming companies and the thousands of people who visit the facility each year. She has consistently received praise and compliments for her fairness and integrity.

Professionalism – performs to a high standard of excellence.

Sandy holds herself to the highest standard of professionalism! This is evident with everyone she comes in contact with from school children to seasoned and expert hikers. She sees each day as an opportunity to educate people about the County, the department, Vasquez Rocks, nature and caring for all beings. Her professionalism makes people feel welcome and helps them understand, appreciate and respect the special beauty of this hidden county gem.

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

Sandy is unwavering in respecting the diversity of everyone working, volunteering or visiting the facility. She understands that she has been given a rare and special opportunity to impact the lives of everyone she comes in contact with. She has a great ability to talk to people of all ages, all backgrounds, and all levels of physical ability.

Responsiveness – takes the action needed in a timely manner.

Sandy works tirelessly to meet the great demands and needs from school groups, filming companies and individuals visiting the facility. She is never "too busy" and is ALWAYS willing to help in anyway she can.

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

Sandy Dininger works as a team leader with fellow Natural Area staff on special projects assigned by the Natural Areas Administrator, and consistently guides her team to complete all such projects. She is always developing new collaborative ideas including working with the U.S. Forest Service on a plan to re-route the Pacific Crest Trail. She works closely with other County departments such as the Fire Department on fire safety needs, the County Sheriff on public safety/law enforcement issues and County Animal Control on wildlife concerns. She has been instrumental in a successful collaboration between local home owners and filming companies that has resulted in a peaceful partnership among all entities.

Initial

Dept No.

Bad Sample 1!

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):*			
Gregory La Val			
Payroll Title	Sergeant	***Years in County Service:***	23 years
Department Name	Sheriff's Department	***Division of Department***	Temple Station
***Work Address** (for teams, please attach a separate sheet):*			
8838 Las Tunas Drive, Temple City, CA 91780			
Work Telephone Number:	626.292.3346	***Work E-mail Address:***	gdlaval@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:***	Lieutenant Sheila Sanchez
		Phone Number:	626.292.3302

This nomination is submitted by the following departmental administrators:

Signature of Nominator: Richard W. Shaw		***Date:***	11-29-06
Name, Title, Mailing Address of Nominator:		***Phone Number:***	626.292.3300
Richard W. Shaw, Captain Temple Station 8838 Las Tunas Drive Temple City, CA 91780		***Fax Number:***	323.415.3058
Department Head's Signature:		***Date:*** 12-1-06	

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

Employee /Team Name(s): Gregory La Val

Bad Sample

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

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

Internal Use Only

For the past three years Sergeant La Val has been assigned as the Temple Station Unincorporated Service Area Sergeant. Sergeant La Val serves the unincorporated communities of North San Gabriel, East Pasadena, Monrovia, Arcadia, an Duarte in the 5th Supervisorial District and the unincorporated communities of South San Gabriel, El Monte, and Whittier Narrows, in the 1st Supervisorial District. The population of these communities is nearly 60,000. Sergeant La Val is a meticulous, tireless worker, who maintains the highest standard of performance at all times. During more prosperous times in previous years these communities were served by as many as 13 special assignment deputies aside from the regular patrol personnel. Because of budget hardships a few years ago all these special assignment deputies were reassigned and a significant service void was created. Sergeant La Val was asked to single-handedly fill that void and he has done just that.

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

Sergeant La Val has a multitude of responsibilities. The scope of these responsibilities have far reaching effects outside the Sheriff's Department's internal framework, nevertheless, Sergeant La Val has embraced these tasks with passion. Sergeant La Val identifies problems and rapidly take the initiative to solve the situation. A typical example of Sergeant La Val's problem solving abilities occurred when he identified the fact that the Temple Station unincorporated areas were lacking neighborhood watch groups. Sergeant La Val set off on a one man mission. He gather information from various Los Angeles County and Department resources and began meeting and speaking with citizens in these communities in an effort to once again establish active community neighborhood watch programs. Sergeant La Val has handled literally hundreds of unique problems in the unincorporated communities served by Temple Station.

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

Over the years Sergeant La Val has developed a myriad of resources to solve customer problems. When Sergeant La Val is informed of a problem he knows exactly where to go to get the problem solved and does so without hesitation. I could list incident after incident that has been solved by Sergeant La Val and they don't stop with law enforcement related problems. He'll tackle just about anything thing - animal control, beekeeping (yes beekeeping), traffic, health department issues, building code violations, illegal vending, homelessness, you name it he's handled it. Simply ask the Board of Supervisors Field Deputy staff for the Temple Station area for examples. They routinely call upon Sergeant La Val to solve a multitude of problems brought to their attention. His catalogue of resources is endless and one of the best in the business.

Initial

Dept No.

Bad Sampl

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 C

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

During his time here at Temple Station Sergeant La Val has never shied from an assignment or problem thrown his way. He is motivated by unique or difficult situations and relishes the challenge.

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

Sergeant La Val accepts responsibility for all that he does. As he oftentimes deals with sensitive matters he is always cognizant of informing his supervisors of his actions and/or getting their concurrence before implementing a "plan of action."

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

Sergeant La Val is one of the most caring and compassionate individuals you'll ever meet. He routinely checks in on senior citizens who he comes in contact with who are struggling for one reason or another ensuring that there immediate needs are being met.

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

Sergeant La Val is the personification of commitment. Regardless of the time or day Sergeant La Val is willing to come to work to achieve the mission. Nighttime neighborhood watch meetings - he's here. Saturday or Sunday events - he's here. And never does he need to be asked.

Integrity – acts consistent with our values. _____

Sergeant La Val takes great pride in doing quality work. All of his work is completed within the framework of the Sheriff's Department's Core Values.

Professionalism – performs to a high standard of excellence. _____

Sergeant La Val is a "poster child" for the Sheriff's Department and Los Angeles County. His uniform appearance is impeccable. He is proud to be a member of the Sheriff's Department and Los Angeles County and his demeanor consistently exudes this presence.

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

Sergeant La Val's has an implicit respect for diversity. In his line of work he constantly comes in contact with individuals of different ethnicities, cultures, religions, sexual preference, and handicap. He treats each and every individual with respect and integrity.

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

The term "failure" is not in Sergeant La Val's vocabulary. The more difficult the challenge the more he likes it. Regardless the actual trivalency of a problem he knows it is of import to the person bringing it to his attention and he always handles it with appropriate concern.

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

Sergeant La Val is the king of "collaboration." A troubling problem was emerging along Colorado Boulevard in low cost motels, with drug trafficking, prostitution activity, and illegal long term residency. Sergeant La Val brought together a "task force" to address the problems. The "task force" employed the services of nearly 10 different Los Angeles County Departments. Problem solved!!!!!!

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:

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.