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

LISA M. GARRETT
DIRECTOR OF PERSONNEL

August 11, 2010

To: Each Supervisor

From: Lisa M. Garrett
Director of Personnel

Subject: **LA COUNTY *STARS!* – OCTOBER 2010**
(SPECIAL TALENTS FOR ACHIEVING REMARKABLE SERVICE)

LA COUNTY *STARS!* 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. Board Chiefs of Staff, Deputy Chief Executive Officers, Department Heads, and Chief Deputies are not eligible to be nominated.

Consistent with the County mission statement and values, your office 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 office's nomination is requested by September 7, 2010. **Please submit the appropriate three-page nomination form** for your individual/team from one of the following three strategies from Goal 1: Operational Effectiveness:

- Fiscal Sustainability
- Service Excellence and Organizational Effectiveness
- Workforce Excellence

For the month of October 2010, the **LA COUNTY *STARS!*** strategic category award ceremonies will take place as follows:

October 5	Service Excellence and Organizational Effectiveness
October 5	Workforce Excellence
October 19	Fiscal Sustainability

Your nomination for **only one** of the above categories should be sent to Ann Gomez, Program Coordinator, at 500 West Temple Street, Suite 555, Los Angeles, CA 90012. 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 office'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 date as noted above. If you have any questions, please contact me at (213) 974-2406 or contact Epifanio Peinado of my staff at (213) 893-0872.

Thank you.

LMG:MLH
EP:lh

Attachments

c: Board Chief Deputies

Employee/Team Nomination (Monthly)

LA COUNTY *STARS!* (Special Talents for Achieving Remarkable Service)

Service Excellence and 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 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: _____

Service Excellence and Organizational Effectiveness: 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 and demonstrated the ability to analyze, assess and improve the effectiveness of the organization.

2. Describe how the nominee responded to customer requirements in an exemplary, timely, and courteous manner to streamline and improve administrative operations and processes to make the organization more efficient.

3. Describe how the nominee streamlined and improved administrative operations and processes to increase effectiveness, enhance customer service, and support responsiveness to County operations. Describe how the nominee evaluated the organizational structure to achieve operational efficiencies and improve County service delivery, including restructuring or consolidating existing County departments, functions, or commissions, and partnerships with external agencies.

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

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

Can-do Attitude – approaches each challenge believing that, together, a solution can be achieved.

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

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive, quality services, and treating them with respect and dignity.

Integrity – acts consistent with our values and the highest ethical standards.

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment.

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.

Respect for Diversity – values 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 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: _____

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

1. Describe how the nominee implemented human capital management best practices (e.g., succession planning, professional development, employee surveys).

Internal Use Only

2. Describe how the nominee enhanced the recruitment, development, and retention and well-being of qualified County employees.

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

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

Can-do Attitude – approaches each challenge believing that, together, a solution can be achieved.

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

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.

Integrity – acts consistent with our values and the highest ethical standards.

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment.

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.

Respect for Diversity – values 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 Sustainability

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 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: _____

Fiscal Sustainability: Strengthening the County fiscal capacity.

Internal Use Only

1. Describe how the nominee promoted sound, prudent, and transparent short-and-long range fiscal policies and practices.

2. Describe how the nominee helped ensure maintenance of critical, high priority County public services despite cyclical economic conditions.

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

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

Can-do Attitude – approaches each challenge believing that, together, a solution can be achieved.

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

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.

Integrity – acts consistent with our values and the highest ethical standards.

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment.

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.

Respect for Diversity – values 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 Board Chiefs of Staff, Deputy Chief Executive Officers, 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 following three strategies from Goal 1: Operational Effectiveness:

- Fiscal Sustainability
- Service Excellence and Organizational Effectiveness
- Workforce Excellence

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 Strategy listed above.

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 **Strategic Plan Goal 1: Operational Effectiveness**, 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."

GOAL 1: Operational Effectiveness

Maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

Employee/Team Nomination (Monthly)

LA COUNTY *STARS!* (Special Talents for Achieving Remarkable Service)

Service Excellence and Organizational Effectiveness

***Employee/Team Name** (use space provided below to enter Team Members' information):* Susan Doe	
Payroll Title Center Supervisor	***Years in County Service:*** 2
Department Education	***Division of Department*** Reading Centers
***Work Address** (for teams, please attach a separate sheet):* 222 Reading Lane, LA, CA 90012	
Work Telephone Number: (213) 555-5550	***Work E-mail Address*** learntoread@rc.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:*** ***Phone Number:***

This nomination is submitted by the following departmental administrators:

Signature of Nominator:	***Date:*** 1/19/10
Name, Title, Mailing Address of Nominator: John Smith, Senior Reading Supervisor 222 Reading Lane LA, CA 90012	***Phone Number:*** (213) 555-5555 ***Fax Number:*** (213) 555-5556
Department Head's Signature:	***Date:*** 1/19/10

Team Member 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):_____

Service Excellence and Organizational Effectiveness: 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 and demonstrated the ability to analyze, assess and improve the effectiveness of the organization.

Ms. Doe consistently went above and beyond in the planning and implementation of reading center services to a very diverse community. She promoted reading center resources not just in the education building, but visited local public and private schools, the Boys and Girls Club, Juvenile Hall and Cal State Los Angeles (CSULA), reaching many new target audiences to register them for membership (reading center cards). Her work was also highlighted by hosting over 40 programs for teens over a 2-year period, soliciting donations of prizes as motivation for teens to read during the summer months, encouraging book discussions with incarcerated minors at Juvenile Hall, and initiating a special teen series called "The Hollywood Job Spot"' inviting professionals from the film industry to speak to the youth. She helped teens learn leadership skills during monthly Teen Counsel Board meetings by encouraging thoughtful decision-making and planning of reading center programs by the Advisory Board's officers. She evaluated each program after completion, and made changes in advertising as well as days/times of the programs to coax more teens to participate. Whenever the teen programs she had planned turned out to be immensely popular, she would share the information with peers at the quarterly "Teen Meet & Greet" meetings to save time and resources.

2. Describe how the nominee responded to customer requirements in an exemplary, timely, and courteous manner to streamline and improve administrative operations and processes to make the organization more efficient.

Ms. Doe was extremely responsive in her participation with the East Los Angeles (ELA) Big Read, an event where the entire community was encouraged to read and discuss a book of interest. She attended monthly planning meetings, partnered with CSULA to tap into knowledgeable lecturers and Chicano Studies major, hosted the Arts Midwest evaluation team for the National Endowment of the Arts: Big Read Program and facilitated cultural programs, e.g., history of Chavez Ravine. Relatively new to the Department of Education, Ms. Doe brought fresh ideas to the organization in her role as co-chair of a Strategic Planning Committee researching Virtual Reading Centers. Her group made thoughtful recommendations, some of which can be implemented whether the department has a healthy budget or not. She demonstrated that all reading center customers can benefit from professional, courteous service: respecting the children in the Homework Help Center, and teaching senior and adults how to use the computer center catalog, databases and the internet effectively on a daily basis. She willingly shared her successful ideas at regional meetings, and was frequently asked to provide orientations for new teen services workers.

3. Describe how the nominee streamlined and improved administrative operations and processes to increase effectiveness, enhance customer service, and support responsiveness to County operations. Describe how the nominee evaluated the organizational structure to achieve operational efficiencies and improve County service delivery, including restructuring or consolidating existing County departments, functions, or commissions, and partnerships with external agencies.

City Terrace lies in a very socio-economically diverse area of Los Angeles, presenting many unique challenges and opportunities. As a low-income community, it is often difficult to fill the need for music and cultural events. Ms. Doe researched and found a free concert program offered by the Los Angeles County Arts Commission. She submitted the application and secured a flute and harp music performance offered by "Music Alliance." Ms. Doe actively solicited suggestions from the public through the on-going Teen Counsel Board, and provided exemplary reference service in person, over the telephone, or via e-mail, including establishing a MySpace Web presence for City Terrace Reading Center. She taught students & teachers at L.A. County Juvenile Hall how to access center online databases for their school assignments. Ms. Doe's participation as co-leader of the Strategic Planning Group discussing the virtual reading center was critical in setting the tone for the future direction of the Department of Education. Ms. Doe's leadership led to innovative strategies for using computer Web sites and services to better serve reading center customers.

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

Accountability – accepts responsibility for the decisions made and the actions taken.
Ms. Doe is always punctual, observant of County rules and regulations, thoroughly reviews directions and asks questions if she is unclear. She accepts responsibility for her actions and is always open to constructive criticism and feedback. _____

Can-Do Attitude – approaches each challenge believing that, together, a solution can be achieved.
Ms. Doe showed great initiative co-chairing a Strategic Planning Committee on the current state of virtual services at reading centers all over the country, and helped to write and edit a report and PowerPoint presentation for her committee. She markets the center effectively using media, social networks, and school outreach. _____

Compassion – treats those we serve and each other in a kind and caring manner.
Nowhere is Ms. Doe more compassionate than her work with the youth of City Terrace. She actively plans and carries out programs aimed at getting and keeping youth involved in positive activities for her reading center and their community. _____

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.
Ms. Doe promotes center services with excellent and innovative marketing tools at schools, and to incarcerated minors and teachers at Juvenile Hall. She seeks input from the Teen Counsel Board, respectfully utilizing their suggestions when planning teen programs and services, such as college preparation. _____

Integrity – acts consistent with our values and the highest ethical standards.
Ms. Doe exemplifies the goals and mission statement of the County of Los Angeles through her strong work ethic and by example. She is willing to lend a hand and follows through on assignments, serving as a principled role model for co-workers and providing orientations for new Teen Services Workers. _____

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment.
Ms. Doe demonstrated self-confidence and commitment as co-chair of the Strategic Planning Committee discussing virtual reading center services. Her committee presented a well-researched document with no-cost, low-cost, and budgeted options to consider for future implementation. _____

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.
Ms. Doe serves as a role model through her excellent customer service and outstanding performance in her assignments. She is a self-starter, requiring minimal supervision, and is well respected by center users and community leaders. She mentors the part-time staff as valued team members. _____

Respect for Diversity – values the uniqueness of every individual and their perspective.
Ms. Doe demonstrates a respect and sensitivity for the diversity of her community. She initiated and chaired a diverse Teen Counsel Board made up of local youth and made numerous appearances at local high schools and Cal State University Los Angeles promoting reading center and community involvement. _____

Responsiveness – takes the action needed in a timely manner.
Ms. Doe is pro-active, quickly assessing needs and following through with the pragmatics of program development and implementation. She has planned and executed a number of youth and community activities in a timely and sensitive manner. _____

BONUS: Describe how the nominee employed **collaboration** in their achieving results.
During the ELA area "Big Read", Ms. Doe successfully created non-traditional partnerships with CSULA, local high schools and Juvenile Hall to promote the reading of a popular book by Anaya. She facilitated focus groups for Arts MidWest at Wilson High School and was the liaison to Cal State Los Angeles reading center staff. She continued this partnership for CSULA's own "Big Read" while continuing to offer teen and adult programs at City Terrace library. _____

_____ *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):* John Smith	
Payroll Title Department Coordinator	***Years in County Service:*** 20
Department Name Department of XYZ	***Division of Department*** Youth Programs
***Work Address** (for teams, please attach a separate sheet):* ABC Z Road,	
Work Telephone Number: (213) 555-2222	***Work E-mail Address*** xyx@xyz.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:*** Susan Smith ***Phone Number:*** (213) 555-2223

This nomination is submitted by the following departmental administrators:

Signature of Nominator:	***Date:*** 1/19/10
Name, Title, Mailing Address of Nominator: Susan Doe Senior Supervisor ABC Z Road, LA, CA 90012	***Phone Number:*** (213) 555-5555 ***Fax Number:*** (213) 555-5556
Department Head's Signature:	***Date:***1/19/10

Team Member 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): John Smith

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

Internal Use Only

1. Describe how the nominee implemented human capital management best practices (e.g., succession planning, professional development, employee surveys).

Mr. Smith displays outstanding leadership among his peers. Recently the XYZ Department had a crisis at center A. (the serious injury of an activity counselor) He not only was able to get headquarters senior managers to go to the center to assist with supervision of youth during this crisis, but Mr. Smith also went to the center himself to provide support to everyone else affected. Demonstration of a true leader. His selfless contribution allowed center operations to continue for a large number of youth during this emergency.

Evaluator Comment: Be sure that information provided is project driven. Do not state what the employee should be doing as part of their daily assigned duties.

2. Describe how the nominee enhanced the recruitment, development, and retention and well-being of qualified County employees.

One of Mr. Smith's major recent accomplishments include, but are not limited to leading the Activities Unit and the center's headquarters during a time of restructuring and reorganization. He has been instrumental in developing an array of activities and programs which include face to face interaction with each youth and direct input from several outside agencies.

Evaluator Comment: The nomination is not a performance evaluation, but an explanation of what the employee did to go above and beyond the call of duty.

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.

Mr. Smith is a true leader. His leadership skills allow him to accomplish more than most individually, but he is also able to achieve increased productivity from his team. He has received many awards such as appointment to the Youth Program Planning Committee, recognition from Boy Scouts of America, and the Challenger Boys and Girls Club of America. Another current accomplishment is completion of a 60-hour Managers Training Program through the Department of Human Resources Learning Academy.

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

Accountability – accepts responsibility for the decisions made and the actions taken.
As a leader, Mr. Smith often does not take credit for his accomplishments, but he always accepts responsibility for making the decision needed to move a project along. _____

Can-Do Attitude – approaches each challenge believing that, together, a solution can be achieved.
Mr. Smith accepts all assignments and new challenges. He is able to motivate his team at Center A to accomplish what often has not been accomplished before. ***Evaluator Comment: use examples*** _____

Compassion – treats those we serve and each other in a kind and caring manner.
Mr. Smith is a compassionate individual who knows that employee will perform better if treated with kindness and respect. _____

Customer Orientation – places the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity. _____

Mr. Smith recognizes the importance of excellent customer service, professionalism, and treating everyone with courtesy and respect. ***Evaluator Comment: how does he do this?***

Integrity – acts consistent with our values and the highest ethical standards.
Mr. Smith's values often exceed those of any County department. He is a man of very high integrity. _____
Evaluator Comment: describe

Leadership – engages, motivates and inspires others to collaboratively achieve common goals through example, vision and commitment. _____

Mr. Smith excels as a leader and has demonstrated the ability to motivate staff to give 110% on the job, work as a cohesive team and resolve issues in a collaborative effort.

Professionalism – performs to a high standard of excellence, and takes pride in our employees and invests in their job satisfaction and development.
Always a professional who is capable of dealing with representatives from other agencies, he routinely works with colleagues from the Los Angeles Office of Education, the Department of Children and Family Services, Parks and Recreation, and a multitude of outside agencies involved in issues of today's youth. _____
Evaluator Comment: this response belongs under "Bonus" to show collaboration

Respect for Diversity – values the uniqueness of every individual and their perspective.
Mr. Smith respects all employees as individuals. He is very capable of bringing people together from different and varied background to develop high performing teams. _____

Responsiveness – takes the action needed in a timely manner.
Mr. Smith is able to prioritize conflicting demands and produce high quality results ahead of schedule. He and his unit are extremely responsive to all requests. _____

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

Evaluator Comment: this question offers the potential of two extra points. _____

_____
Initial

_____
Dept No.