COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
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(213) 974-2406 FAX (213) 621-0387

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LISA M. GARRETT
DIRECTOR OF PERSONNEL

November 2, 2011

To: Department Heads

From: Carla D. Williams
Senior Human Resources Manager

Subject: **LA COUNTY *STARS!* – JANUARY 2012**
(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. Your signature, and/or that of your designee, on the cover page confirms that the personnel records reflect that the team members or individual nominees are all in good standing and not the subject of administrative action.

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 December 6, 2011. 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

The Department of Human Resources (DHR) will become the sole proprietor of all nominations, therefore we are unable to provide or produce copies for departmental use. Your nomination for one of the above categories should be sent to Ann Gomez, Program Coordinator, at 500 West Temple Street, Suite 555, Los Angeles, CA 90012. The nomination forms, along with the selection criteria and suggestions for documentation and two sample nominations, are

attached for your use. Additionally, these forms are available via an e-mail request to lacountystars@hr.lacounty.gov or you may download them from the **LA COUNTY *STARS!*** website, http://stars.lacounty.gov.

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 below:

January 10	Service Excellence and Organizational Effectiveness
January 10	Workforce Excellence
January 17	Fiscal Sustainability

If you have any questions, please contact me at (213) 893-7810 or Ann Gomez, of my staff, at (213) 974-2423.

Thank you.

LMG:SKT:MLH
CDW:AG

Attachments

c: Deputy Chief Executive Officers
Chief Deputies
Administrative Deputies

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:***

☐ **Nominee(s) is in good standing and not the subject of administrative action.**

Team Members 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

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)

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:***

☐ **Nominee(s) is in good standing and not the subject of administrative action.**

Team Members 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

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.

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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:***

☐ **Nominee(s) is in good standing and not the subject of administrative action.**

Team Members 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

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.

By signing the cover page of the nomination form, each Department Head and/or Board Chief Deputy confirms that the personnel records reflect that the team members or individual nominees are in good standing and not the subject of administrative action.

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.

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

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.

SAMPLE

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

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.

BLANK SAMPLE