

## Telling the Stories that Need to be Told

501 (see three) ARTS, an organization supported by the L.A. County Arts Commission through one of its grant programs, operates at the intersection of art and social consciousness. Two of its three member artists, performance artist Dan Froot and choreographer Victoria Marks, have collaborated with homeless people and veterans to produce works that empower participants and touch audiences in a very deep and authentic way.

Of Dan Froot’s collaboration with homeless, *Who’s Hungry*, Frank Tamborello, Executive Director of Hunger Action Los Angeles, said “it opens up the full spectrum of the lives of homeless and hungry people—the humorous side and the triumphs large and small that make life worth living, as well as sadness and desperation. This play goes much further to humanize the situation of poor people than dreary photos that try to get you to donate money ...”



Rehearsing for the puppet show “Who’s Hungry”  
Photo: Rose Eichenbaum



Veterans in “Action Conversations”  
Photo: Rose Eichenbaum

Froot’s collaboration began with volunteering at different centers serving the homeless and hungry. Up until 2000, his work had been autobiographical, but when he and Marks had twins, he was no longer interested in that. “What I can do is tell stories,” says Froot, “Whose stories need to be told?”

For *Who’s Hungry*, Froot collected stories from what he calls “community narrators” whom he met at the homeless centers and interviewed intensively over a period of six to seven months. He asked the narrators if they wanted to continue into the performance part of the project, adapting stories into puppet plays which, Froot hastens to say, are not lightweight pieces for children. The narrators were part of the creative process, often came to rehearsals, and were always at the performances. One of them, when he watched the play about himself, said he didn’t see a victim and this allowed him to take the next steps in his life; he now grows vegetables for local slow food restaurants. Another narrator felt very empowered by telling her stories and is now getting requests as an inspirational speaker.

**STORIES**

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## CALENDAR OF EVENTS

**California Science Center**  
700 Exposition Boulevard, Los Angeles 90037  
(323) 724-3623

[www.californiasciencecenter.org](http://www.californiasciencecenter.org)

Ongoing – Space Shuttle Endeavour

**Natural History Museum**  
900 Exposition Boulevard, Los Angeles 90007  
(213) 763-DINO

[www.nhm.org](http://www.nhm.org)

Ongoing – Butterfly Brooch Collection

**LACMA**  
5905 Wilshire Boulevard, Los Angeles 90036  
(323) 857-6010

[www.lacma.org](http://www.lacma.org)

Ongoing – Levitated Mass

Ongoing – Metropolis II

**Center Theatre Group**  
[www.centertheatregroup.org](http://www.centertheatregroup.org)

**Kirk Douglas Theatre**  
November 24 through December 30 – Twist Your Dickens!

**Ahmanson Theatre**  
November 27 through January 6 – Anything Goes

**Mark Taper Forum**  
November 28 through January 6 – Other Desert Cities

**Dorothy Chandler Pavilion**  
November 17 through December 9 – Madame Butterfly

**Walt Disney Concert Hall**  
November 23 through November 25 – Petrenko Conducts Shostakovich  
November 30 through December 2 – Lutostawski Centenary: Salonen Conducts Beethoven

**The Arboretum**  
December 9 – An Old-Fashioned Holiday at the Queen Anne Cottage

**Descanso Gardens**  
November 20 – The Living Holiday  
November 22 – Thanksgiving  
Through December 11 – Beginning Tai Chi  
Through December 30 – Heritage Artists: Michael Humphries

**South Coast Botanic Garden**  
November 24 – Spirit of the Holidays Concert and Sing-a-long

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for information on employment  
opportunities with the  
County of Los Angeles



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County DIGEST Editorial Office  
Department of Human Resources  
500 West Temple Street, Suite 555  
Los Angeles, CA 90012  
(213) 893-7810

[CountyDIGEST@hr.lacounty.gov](mailto:CountyDIGEST@hr.lacounty.gov)

Submissions to the DIGEST may be  
edited or otherwise altered for clarity.

Check out the DIGEST at

<http://dhrdcap.co.la.ca.us/jic/digest/>

# November is National Adoption Month



*Adoption Day family is pictured with Judge Nash and DCFS Children's Social Worker*

For 17 years, November has been celebrated as National Adoption Month, which is dedicated to building awareness of adoption and bringing attention to the children in foster care in need of a permanent family.

National Adoption Day is a local highlight of the events planned and was held Friday, November 16, 2012, at the Edmund D. Edelman Children's Court. On this day, for more than 100 children, their time in foster care will end with the Court finalizing their adoptions and their adoptive parents officially becoming their "forever families." National Adoption Day events are held in all 50 states and are modeled from Los Angeles County's "Adoption Saturday," first held in April 1998 at the Children's Court.

The Department of Children and Family Services (DCFS) is in need of loving families to adopt older children. There are over 400 children waiting for permanent families.

DCFS is also seeking families to become foster parents and provide temporary care for children. There is a significant need for foster parents for infants, siblings, and teens.

Whether you're single, married, or partnered, you can make a positive difference in the life of a child. Providing a home for a child can be one of the most challenging and rewarding things you can do. To learn more about becoming a foster or adoptive parent, please visit [www.ShareYourHeartLA.org](http://www.ShareYourHeartLA.org) or call (888) 811-1121.

## STORIES

*continued from page 1*

Victoria Marks' work with veterans started with her distress over the Iraq war. She had no family or friend connections with the military, but made contact with students at UCLA (both she and Froot teach there) who were veterans, and eventually with the nearby Veterans Administration hospital. "It took some hubris to think I could go into a veteran community," she says, but after two years of conversations and interviews, things started to come together.

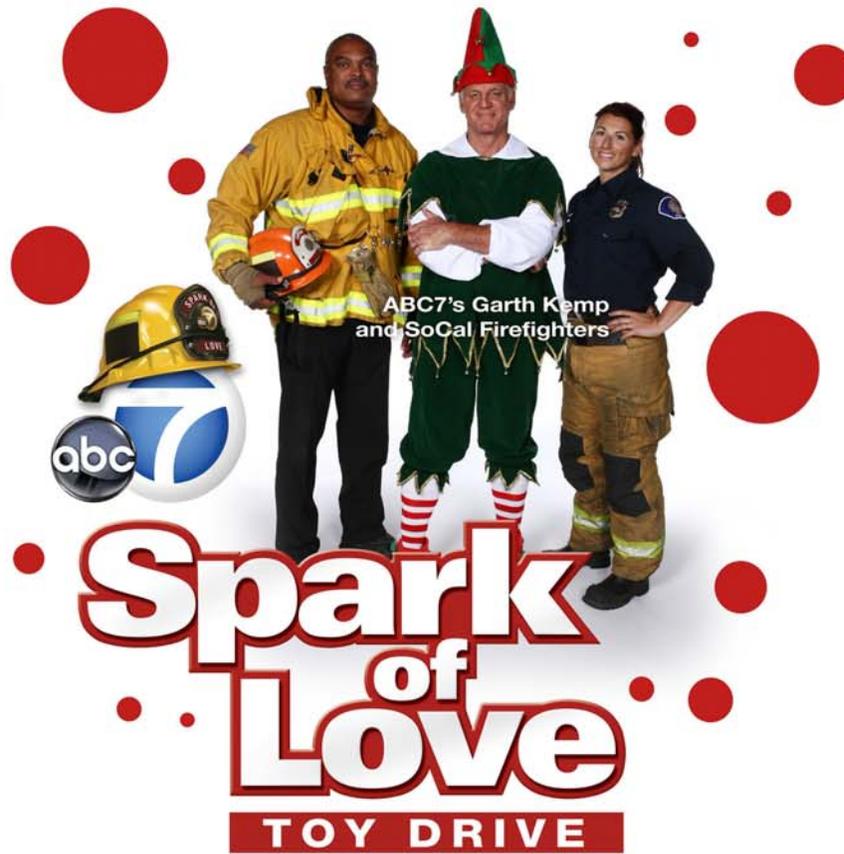
Marks brought a group of vets into a room to see what could be learned through moving and talking, doing simple improvised movement like falling and catching each other or trying to run in between each other. "Eventually, we began to realize what we were doing in studio had value beyond ourselves" and the result was *Action Conversations*, which was performed at UCLA and Highways Performance Space in Santa Monica.

Marks has since taken the structure of moving and talking and applied it to other groups, most recently with at risk teens in rural Vermont.

"Dancing does free people up," says Marks. "If I were sitting in the classroom and were called on to give my thoughts, I'd feel hesitant to raise my hand. But if I'd just rolled around and jumped and turned with people and were then invited to say my thoughts, I'd feel more free about it. Being at play together undoes anxieties about our status, our okayness. Somebody said, 'Dance is serious fun' and I've always loved that idea."



*Victoria Marks, Dan Froot, and their twins, Emmett and Milo*



## 20th Anniversary

“Spark of Love” is a toy drive and distribution initiative benefiting foster youth within Los Angeles County and over 150 community based organizations. Over 46,000 toys were collected last year and distributed to the community through the work of ABC7, the Children’s Trust Fund of the Department of Children and Family Services, Metrolink, and Los Angeles County Fire Department. To learn more go to [childrenstrustfund.net](http://childrenstrustfund.net). and click on “Events Now.”

### DONATE TOYS

Please Drop off New Toys or Sports Equipment at your local LA County Fire Station November 17-December 24



## Olive View-UCLA Tackles Diabetes Epidemic Through New Clinic



To meet the rising demand for primary care access, tackle the growing diabetes epidemic, and decompress specialty care, Olive View-UCLA recently began its first group clinic: the Group Diabetes Clinic. More than just a group education class, these sessions are true medical visits, where each patient is seen by a physician. The clinical visit portion is billable; the education portion is not because it is conducted in a group setting.

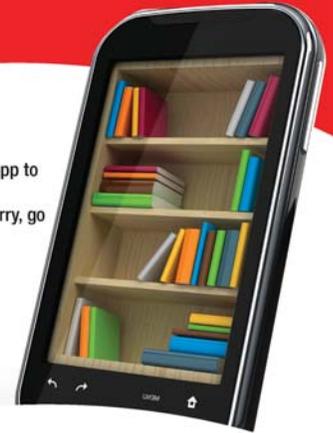
Co-led by Spanish-speaking Certified Diabetes Educator Ana Leavitt and Dr. Mark Richman, the group focuses for the first few months on diabetic foot screening for neuropathy. This helps offload specialty care visits to Olive View's Podiatry Clinic, of which such visits comprise 10 percent of clinic volume.

Dr. Richman performs a foot examination, including neuropathy screening, on each patient. During the session, Leavitt discusses important aspects of diabetes care. Patients ask questions and learn from one another. Topics include healthy diet and exercise, medication management (including insulin), and proper foot care (including early signs of infection). While Leavitt and the group are speaking, Dr. Richman documents the visit electronically.

In a few months when the clinic gains comfort with its flow and process, it will expand its scope to a broader range of diabetes-related care, such as medication adjustments for diabetes, hypertension, and dyslipidemia. This will expand primary care access to patients assigned to Olive View who have not had an appointment.

“Hey CHECK-OUT this app from your County of Los Angeles Public Library”

To download the LA County Library mobile app to your iPhone, iPod Touch, Android or Blackberry, go to the address on your phone's browser to [colapl.boopsie.com](http://colapl.boopsie.com)



- Check out eBooks and Audiobooks
- Find the closest library
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- Search the catalog
- Contact the library

READ • LISTEN • EXPLORE • CREATE

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## Rideshare L.A. County!

Los Angeles County's Rideshare Program has recently updated its Rideshare information. When you click on [www.rideshare.lacounty.gov](http://www.rideshare.lacounty.gov), you can find all the Rideshare information you need. You'll find items like the Guaranteed Ride Home program documents and other pertinent Rideshare information. Ridesharing in one simple to use website that will make sure you have what you need to keep the air clean.

# 26th Annual Productivity and Quality Awards

“Investing in a Quality Future” was the theme of the 26<sup>th</sup> Annual Productivity and Quality Awards, presented by the Board of Supervisors, Chief Executive Office (CEO), and the Quality and Productivity Commission and held at the Dorothy Chandler Pavilion on October 17, 2012. News reporter Patrick Healy, general assignment reporter for NBC 4 News, served as master of ceremonies.

Supervisor Michael D. Antonovich, CEO William T Fujioka and Commission Chair William A. Sullivan presented the awards before a capacity crowd of nearly 500 County department heads, managers, and support staff.

The Data Mining Solution for Child Care Welfare Fraud was the big winner, receiving the coveted Golden Eagle Award. The project uses analytic software to identify potential fraud, enhance investigations, and prevent improper payments in the CalWORKS Stage 1 Child Care Program. The Department of Public Social Services collaborated with the CEO, Chief Information Office, County Counsel, and Office of District Attorney on the project.

The Vital Records Mail Processing, a project of the Department of Registrar-Recorder/County Clerk (RRCC), received the Platinum Eagle Award. RRCC staff took an in-depth look at the existing operation for birth, marriage, and death certificates and reduced the processing time for mail-in vital records from 17 days to one day.

The Contractor Alert Reporting Database (CARD), a centralized database that identifies poorly performing County contractors, received the Bronze Eagle Award. The project was led by the Department of Auditor-Controller in collaboration with Internal Services Department, CEO, and the Departments of Children and Family Services, Health Services, Mental Health, Public Health, and Public Social Services. The County has more than 7,500 active contracts totaling \$15.5 billion.

Other Top 10 projects honored were:

- Child Support Services Case Management Tool
- Outpatient Pharmacy Barcode Verification System
- E-mHub System Connecting DHS Medical Hubs and DCFS
- Increasing Patient Pharmaceutical Access—PAP Programs
- LAC+USC Medical Center Street to Home Project
- Enhancements to the GR SSIMAP Advocacy Program
- My Jury Duty Portal



*Data Mining Solution for Child Care Welfare Fraud  
Golden Eagle Award*



*Vital Records Mail Processing  
Platinum Eagle Award*



*Contractor Alert Reporting Database  
Bronze Eagle Award*

## Merck and Community Resource Center Offer Diabetes Workshops in South Whittier

According to the American Diabetes Association, diabetes is one of the fastest growing healthcare problems in the U.S. In 2007, it was the second-leading cause of death for Hispanics in Los Angeles County and it is estimated that one in three Americans born in 2000 will develop diabetes sometime during their lifetime.

In an effort to educate the residents of unincorporated South Whittier and surrounding communities on this critical health issue, the Community Resource Center (CRC) partnered with Merck, a global pharmaceutical company, to provide a series of 3-week diabetes workshops during the months of August, September, and October. Diabetes: The Journey for Control was a comprehensive program created and sponsored by Merck. The program was offered in Spanish and was designed to bring together patients, clinicians, and diabetes educators to provide participants with the information and tools necessary to make healthier lifestyle changes. As a result of the workshops, the participants gained a better understanding of how to manage and live well with their diabetes.

Workshop discussions focused on learning how to control diabetes, healthy eating, and controlling the levels of sugar in the blood. Participants were provided a self-care workbook, educational information, healthy eating samples, as well as opportunities to ask clinicians questions regarding daily testing and charting of their glucose levels.

The workshop series drew strong interest from community residents largely due to their personal or a family member's experience with this chronic disease. Their positive response resulted in Merck adding two extra workshop series and a commitment to return this fiscal year to further expand their offering of this program.

The CRC is a project of the Community Development Commission of the County of Los Angeles, and is funded by Fourth District Supervisor Don Knabe. For more information on the programs offered at the CRC, please visit [www.swcrc.org](http://www.swcrc.org), or call (562) 946-2425.

**WeTip**  
**WELFARE FRAUD**  
**1 (800) 87-FRAUD**

PQA  
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*Dr. Jonathan E. Fielding, M.D., M.P.H., Director of Public Health, receives the 2012 Chair Leadership Award from Commission Chair William A. Sullivan and CEO William T. Fujioka*

The Commission's Special Awards presented were:

- Best Application of Technology—The Works iPhone APP
- Best Service Improvement Award—My Waterworks Account Manager (MYWAM)
- Best Teamwork Award—Los Angeles Veterans Court
- Commissioners' Memorial Award—Supervisory Redistricting Public Access Plan
- County Image Enhancement Award—Coroner Forensic Training for Marines Program
- Mega Million Dollar Award—Mental Health Services Act Housing Program
- Performance Measurement Award—Coordinated Services Action Teams
- Personal Best Award—Chagas Disease, First Center of Excellence, Sheba Meymandi, M.D.
- Plain Language Award—Safe Shoe Campaign
- Productivity Enhancement Award—APD eWorkflow

The Productivity and Quality Awards recognize innovative and creative programs, which improve employee productivity and enhance the quality of public services. The estimated annual benefits of the projects to the County exceed \$169.8 million—\$73.7 million in cost avoidance, \$42.9 million in savings, and \$53.2 million in revenue.

# Retirees

*Congratulations to the following employees who are joining the ranks of the retired after their many years of service to the County of Los Angeles:*

## 45+ Years

**FIRE:** Jane Kozaki

## 40+ Years

**ASSESSOR:** Mary L. Harrison

**HEALTH SERVICES:** Sharon M. Davis, Wesley S. Kamikawa

**MENTAL HEALTH:** Malvina B. Brown

**PROBATION:** Rudy Delgado

**PUBLIC HEALTH:** Guadalupe Medina

**PUBLIC SOCIAL SERVICES:** Maggie B. Forney, Adela M. Machuca, Elaine Marshall, Pauline C. Robertson, Yvette Vasquez

**SHERIFF:** Gail Y. Boyden, Rachel A. Orozco

## 30+ Years

**ASSESSOR:** Renan O. Hidalgo

**CHILD SUPPORT SERVICES:** Audrey Weathersby

**CHILDREN & FAMILY SERVICES:** Barbara A. Smith

**DISTRICT ATTORNEY:** Patricia K. Doyle, Delores S. Liera, Herlinda Ortiz

**FIRE:** David E. Gorey, Vernon L. Lynn, Michael Morgan

**HEALTH SERVICES:** Armida Amato, William Colucci, Michael L. Moody, Alfred W. Moy, Jacqueline N. Nguyen, John W. Owens, Gwendolyn Sissac, Evelyn V. Valley, Miriam Yepes

**INTERNAL SERVICES:** Michael James, Rosa M. James, John H. Krueger

**MENTAL HEALTH:** Susan Baltimore, Erwin W. Cross Jr., Maurice R. Weise

**PROBATION:** Jamila Nzinga, Holly D. Thomas

**PUBLIC HEALTH:** Cynthia L. Robinson

**PUBLIC SOCIAL SERVICES:** Magaly Baldoquin, Lupe Luque, Norah Mata, Dung P. Nguyen, Rosemary Thompson

**PUBLIC WORKS:** Paul A. Jimenez

**SHERIFF:** Arthur A. Andrade, Hubert Bush Jr., Ellen M. Castillo, Donald A. Colca, John R. Larson, Ray H. Walker III

**SUPERIOR COURT:** Karen A. Clendenen, Gloria M. Gomez, Mary I. Wechter, Nancy S. Wong

## 25+ Years

**CHIEF INFORMATION OFFICE:** Sir E. Clark

**CHILDREN & FAMILY SERVICES:** Katherine J. Banks-Tsegga, Shirley A. Morgan

**DISTRICT ATTORNEY:** Mercy R. Esparza

**FIRE:** Vernon L. Lynn

**HEALTH SERVICES:** Esther Moreno, Maria Negoescu

**INTERNAL SERVICES:** Mark L. Coulter

**PROBATION:** Jo Ann Bush, Karla J. Kincaid, Cynthia A. Mella

**PUBLIC HEALTH:** Emerita C. Gendrano

**PUBLIC LIBRARY:** Joseph A. Nonno

**PUBLIC SOCIAL SERVICES:** Felicia A. Coye, Ruby Henderson, Carlos A. Santacruz

**PUBLIC WORKS:** Dennis J. Mc Intyre

**SHERIFF:** Andrew E. Lee

## Did you know that November is...

### National Family Caregiver Month

The Family Caregiver Support Program (FCSP) is a vital program designed to serve both the family caregivers and grandparents or relative caregivers. To qualify as a family caregiver, the caregiver must be an adult family member (age 18 or older), or another individual who is an informal (i.e., unpaid) provider of in-home or community care to an older individual (age 60 or older) or to an individual (of any age) with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction. To qualify as a grandparent or relative caregiver, the caregiver must be an older adult (age 55 or older) family member or a relative who lives and raises a child informally.

For more information, please contact the Community and Senior Services Information and Referral Hotline at (800) 510-2020.

### Pancreatic Cancer Awareness Month

Pancreatic cancer is a disease wherein malignant cells form in the tissues of the pancreas, located behind the stomach and in front of the spine. The pancreas produces hormones that regulate blood sugar.

Pancreatic cancer is the fourth most common cause of cancer-related deaths in the U.S. and the eighth worldwide.

If you or a loved one is at risk, consult a physician. If you are uninsured and need a doctor, call the County's toll-free information line, 2-1-1, to locate a Health Services clinic. Low-income uninsured individuals between the ages of 19-64 may qualify for the Healthy Way L.A. coverage program. For more information, call (877) 333-4952.

## Fire Fighter Paramedic Wants You for Operation Homefront



Fire Fighter Paramedic Brett Mackenzie (left) and former Operation Homefront Southern California President Jay Anderson spread the word about the charity's work at the 2011 Firefighters Association Conference in Pasadena. Photo: Brett Mackenzie

When Fire Fighter Paramedic Brett Mackenzie of Fire Station 21 was working at his previous assignment at Fire Station 161, he noticed that he and his squad mates were frequently called to respond to victims suffering from Post-Traumatic Stress Disorder (PTSD), an anxiety disorder that strikes people who have seen or experienced a traumatic event that involved the threat of injury or death. He also found that many of these victims were military veterans who often benefited from talking to our fire fighters who had also been in the military and seen combat firsthand. After responding to an incident where one of the victims suffering from PTSD committed suicide, Mackenzie knew that something needed to be done to help these former service members who had given so much to defend our nation. "I thought that we really needed to do something," says Mackenzie, whose father and grandfather had both been in the Army. "While snowboarding in Mammoth, I saw a guy wearing a Wounded Warrior t-shirt and decided to look into it."

Mackenzie did some online research and soon found Operation Homefront, a charitable organization that provides emergency financial and other assistance to military service members and their families. Impressed with Operation Homefront's track record of placing 94.3 percent of its revenue directly towards its programs, he and his wife contacted the charity and quickly began to volunteer, staffing booths at events to spread the word about the organization's mission. Mackenzie has been very impressed with the charity overall. "They're really smart people, really dedicated, and trying to do the best they can," he says.

It was not long before Mackenzie realized how the L.A. County Fire Department members could assist Operation Homefront, and benefit from their cause, as well. "Considering how our Department has veterans, I thought it was an obvious fit," he says. With the support of his Battalion Chief Dirk Wegner and Fire Captain Wes Anzai, Mackenzie has recruited many Department members as volunteers for the charity. "We've really had a lot of guys come out of the woodwork who have been in the military and want to help. It's been really something to see the strength of the response and how powerful it is," he says. To volunteer or donate to this worthy cause, visit Operation Homefront's website at [www.operationhomefront.net](http://www.operationhomefront.net).

## Holiday Boat Parade

The 50th Annual Holiday Boat Parade, sponsored by the Marina del Rey community Boat Parade Committee and the Los Angeles County Department of Beaches and Harbors, sets sail in the Main Channel of Marina del Rey on Saturday, December 8, 2012, from 6 to 8 p.m. Dozens of beautifully lighted and decorated boats will participate in the event, which is free to the public.

The theme of this year's parade is "Celebrating 50 Years...A Solid Gold Christmas!" with prize packages awarded to category winners. Fireworks kicking off the boat parade will be shot off the south jetty at 5:55 p.m.

The *Best Overall* winner will receive special prizes including a trip destination package reflecting the parade theme.

County employees are invited to come to Marina del Rey for this festive holiday event. The best locations for viewing are Fisherman's Village on Fiji Way and Burton Chace Park, located at 13650 Mindanao Way, Marina del Rey.

For additional information, please contact the *Marina del Rey Holiday Boat Parade* at (310) 670-7130 or visit their website at [www.mdrboatparade.org](http://www.mdrboatparade.org).



# All About Us

Employees of the County of Los Angeles

## LA COUNTY STARS!



July 2012

### Malibu Refund Team Service Excellence & Organizational Effectiveness

Elizabeth B. Ginsberg ♦ Damia Johnson ♦ Ma Victoria Liwag ♦ Mina Palina  
Office of Treasurer and Tax Collector

Due to their diligent and consistent researching efforts, the team completed a highly complex multi-year tax refund project involving property owners in the City of Malibu. They effectively refunded over \$4 million to over 3,700 current and former residents of the City of Malibu.

**LA COUNTY STARS!** serves to recognize employee performance reflective of the County's mission statement and values. Under **LA COUNTY STARS!**, Board staff, 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.

For more information, please contact the Department of Human Resources at (213) 893-7810 or visit the Web site at <http://stars.lacounty.gov/>.



September 2012

**Data Mining Solution Project Team Service Excellence & Organizational Effectiveness**

Michael Bono ♦ Wil Chin ♦ Sheila Early ♦ Amy Farsakyan ♦ Hayward Gee ♦ Jim Hall ♦ Gregory Icamen  
Tori Jordan ♦ Victoria Mansourian ♦ Manuel Moreno ♦ Nurhan Pirim ♦ John Portillo ♦ Dirk Roth  
Patrick Sequeira ♦ Michael J. Sylvester ♦ Halil Toros ♦ Noreen Ward

Department of Public Social Services  
Chief Executive Office ♦ Chief Information Office  
County Counsel ♦ District Attorney's Office

Facing an increasing threat of fraud in the CalWORKs State 1 Child Care Program, the Department of Public Social Services joined in a collaborative effort with the above named departments to implement the Data Mining Solution (DMS). DMS compares historical patterns of fraud with case specifics to assign risk scores. The higher the score, the more likely the case will establish fraud patterns.

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# Be as Smart as Your Phone: Protect Yourself from Identity Theft

Consumer Affairs reminds you to use caution with information on your mobile phone

Consumers with smartphones spend a lot of time with their device of choice. Now, with so many flashy websites and applications (apps), it's just as easy to spend or move a lot of money through our phones.

We can do our banking, pay our bills, or buy products with the click of a button or even just a scan of our smartphone's screen. It's easy and convenient, but without proper care you could be setting yourself up for a higher possibility of identity theft.

Here are 10 tips from Consumer Affairs on avoiding identity theft on your smartphone:

## 1. If you're going to shop or bank online, use a secure network.

Free WiFi access points are helpful for everyday use, but your information is always less safe on a public network.

## 2. Lock your phone.

Around 25 percent of consumers will lose their phone. Yes, punching in or swiping your finger over a few digits takes a second or two from your day, but if (or when) you lose your phone at least the front door to your information will be locked.

## 3. Set up a voicemail password.

Even if you're wise with information, someone calling you might not be. Keep your conversations private by protecting your voicemail.

## 4. If your phone is lost or stolen, contact your carrier immediately.

They can quickly cut off your service and might be able to locate your phone.

## 5. Get an app that deletes your phone's information remotely.

Even with a lock in place, criminals can often find a way to get your information. There are many apps available that can erase most of the information from your phone. But

never download apps from unknown sources. Make sure you buy from legitimate companies.

## 6. Never store financial information on your cell phone, especially logins, passwords or account numbers.

This is especially true if you use a mobile banking app. If you have all of your information saved so you can use it quickly, and you lose your phone, someone else can do the same. Never save your account numbers, Social Security number, or PIN numbers on your phone.

## 7. Never text message any financial information.

Text messages are not secure in general. Plus, your texts are saved on your phone. One look at your text message logs and your information is gone.

## 8. Watch for traps from unknown email links or unfamiliar callers

Never click on an email link if you're not certain who it's from. Similarly, don't give out personal information over the phone unless you're certain who's on the line. Thieves even use caller ID spoofing, where your phone might show a call is from someone you know when in fact it's from a stranger. They might use your false sense of security and trick you into giving up your information.

## 9. Check your accounts often for suspicious activity.

Every few days check your balances. Make sure you recognize every transaction. Call your bank or credit card company right away if anything is out of order.

## 10. Teach your kids.

Young people are comfortable sharing information through their phones. It's their way of life. However, this simply cannot include financial information. When they get their first bank account or credit card, make sure they know the dangers.

For more information on consumer topics, call the Department of Consumer Affairs at (800) 593-8222 or visit our website at <http://dca.lacounty.gov>.

# SHARE IT