

The FAQs

Frequently Asked Questions

about

LA COUNTY STARS!



Annual
Superstar Award



Service Excellence
and Organizational
Effectiveness



Fiscal
Sustainability



Workforce
Excellence

1. **Q What is the LA COUNTY STARS! Program?**

A The acronym **STARS!** stands for **S**pecial **I**talents for **A**chieving **R**emarkable **S**ervice. **LA COUNTY STARS!** is an exciting Countywide public employee recognition program that replaced Employee of the Month. This program expands the opportunity to recognize and celebrate exceptional achievements of County employees. In addition, it promotes and rewards performance consistent with three strategies from Goal 1: Operational Effectiveness of the Countywide Strategic Plan, the County of Los Angeles' Shared Values and the importance of collaboration.

2. **Q What is Goal 1: Operational Effectiveness and what are the three strategies?**

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

The three strategies are:

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

Departments may submit a nomination for only one (individual or team) of the above strategies per month. Nominations should be made for achievements occurring within the last 12 months prior to submission.

What are the Shared Values of the County of Los Angeles?

3. **Q** The County of Los Angeles' philosophy of teamwork and collaboration is anchored in nine Shared Values.

A They are: **Accountability, Can-Do Attitude, Compassion, Customer Orientation, Integrity, Leadership, Professionalism, Respect for Diversity, and Responsiveness.** These Shared Values are an integral part of the rating process. It is important to provide specific examples of shared values on the nomination form as they are a critical component of the rating and will be considered as a part of the nomination's overall score.

What is the importance of collaboration?

4. **Q** Collaborative efforts demonstrate how working together can provide effective and efficient service to both

A the County family and to the public we serve. As we move toward increased collaboration, **LA COUNTY STARS!** and **LA COUNTY SUPERSTARS!** may receive *bonus rating points* for accomplishments which have embraced this key component of service.

How did the LA COUNTY STARS! Program begin?

5. **Q** On March 15, 2005, as part of the second update to the County Strategic Plan, the Board of Supervisors

A approved Strategy 1 of the Strategic Plan – Service Excellence:

“By May 31, 2006, develop and implement an enhanced Countywide employee recognition system and related communication plan that recognizes performance reflective of the County mission statement and values. The plan should recognize both management and non-management employees and both individuals and teams, include linkages to departmental programs, include both monthly and annual recognition, and provide a regular reporting protocol to the Board of Supervisors.”

On November 29, 2005, the Strategic Plan Guiding Coalition recommended that the Board approve a policy “establishing **LA COUNTY STARS!** as the new Countywide employee recognition program, replacing the current Employee of the Month program, effective January 1, 2006, in order to expand the opportunity to recognize and celebrate exceptional achievements of County employees and to promote and reward performance consistent with the Values, Mission, and Goals of the County Strategic Plan.”

Who is eligible for LA COUNTY STARS!?

6. **Q** All permanent employees performing competently or higher are eligible for nomination, with the exception

A 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.

7. **Q Where can departments or individuals obtain information such as nomination forms and award criteria?**

A Those who have questions about the program can either contact their department's Human Resources/Personnel Office or visit the program's website at <http://stars.lacounty.gov>.

8. **Q How can departments submit nominations?**

A Nominations can be submitted using the following methods, and **must** include the department head's signature or that of his/her designee:

- U.S./County Mail
Attention: **LA COUNTY STARS!**
Department of Human Resources
Talent Solutions Division
500 West Temple Street, Room 555
Los Angeles, CA 90012
- Fax to (213) 613-4773
- E-mail to lacountystars@hr.lacounty.gov (PDF copies may be submitted which must include the department head or his/her designee's signature.)

How many pages can be submitted to describe an individual or team's accomplishments?

9. **Q** Nominations will be a maximum of three pages in length (font size for each nomination should not be less than 11 pitch). Additional pages and attachments will be discarded. Photographs, press clippings, and other personnel documents should not be submitted as part of the nomination forms. It is mandatory to complete the nomination form and illustrate shared values which are a critical component of the rating.

Are departments required to submit a nomination each month?

10. **Q** Departments are not required to submit an entry, but are encouraged to do so. Each department may submit **one** nomination (individual or team) per month for only **one** of the three strategies from Goal 1: Operational Effectiveness.

Can an employee be nominated for an individual and a team effort during a single rating period?

11. **Q** Yes, as long as the nomination is for a separate project or effort.
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If a nominee is not selected for recognition, can the department resubmit at a later time?

12. **Q** Yes. Individuals or teams not selected for recognition may have their nomination re-submitted once.
A Individuals or teams who have been recognized are not eligible for consideration of another award for a period of 12 months.

How are LA COUNTY STARS! selected?

13. **Q** Each member of the Evaluation Committee will review all nominations every month and will assign points to each segment of the nomination criteria. Nominations that receive at least 18 overall points will be awarded as **LA COUNTY STARS!**. Representatives from each County of Los Angeles department will have the opportunity to serve on the Evaluation Committee on a rotational basis.

How many LA COUNTY STARS! will be selected each month?

14. **Q** 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).
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15. Q **What types of recognition will the LA COUNTY STARS! receive?**

A **LA COUNTY STARS!** will receive:

- A custom-designed lapel pin color coded to the particular strategy with the County Seal and colored stars corresponding to the Strategies as follows: Fiscal Sustainability (Black); Service Excellence and Organizational Effectiveness (Blue and White); and Workforce Excellence (Red).
- A letter of commendation in the awardees' permanent personnel file from the Director of Personnel
- A personalized, decorative scroll from the Board of Supervisors presented at a Board meeting
- A framed photograph of the individual/team taken at the recognition ceremony
- A prominent display of the photographs in the Kenneth Hahn Hall of Administration, on the third floor wall adjacent to the Office of Public Affairs and on electronic monitors before and/or after the televised Board of Supervisors meetings
- Display of winners on the County of Los Angeles' **LA COUNTY STARS!** Web site
- Photograph in the County DIGEST

16. Q **What is LA COUNTY SUPERSTARS!?**

A **LA COUNTY SUPERSTARS!** is the annual award bestowed on the County of Los Angeles' best and brightest. Winners of the monthly **LA COUNTY STARS!** awards will automatically become the nominees for the **LA COUNTY SUPERSTARS!** award (individual and team).

17. Q **How are LA COUNTY SUPERSTARS! selected?**

A Winners of the monthly **LA COUNTY STARS!** award will automatically become the nominees for the annual **LA COUNTY SUPERSTARS!** award (individual and team). In the beginning of the new calendar year, the Evaluation Committee will review the nominations and rate them based upon a numerical scoring system. One individual and one team from each of the three strategies will be awarded as **LA COUNTY SUPERSTARS!** from the pool of winners for that calendar year.

18. Q **What types of recognition will LA COUNTY SUPERSTARS! receive?**

A **LA COUNTY SUPERSTARS!** will receive:

- All of the components of the monthly recognition package
- A personalized trophy
- The individual and team's name will be placed on a perpetual plaque located at the Kenneth Hahn Hall of Administration in front of the Public Information Office
- One regular day off from work with pay and benefits
- A preferred parking place for one month, depending on availability
- An invitation to ride on a float at the L.A. County Day at the Fair parade

19. Q **When will LA COUNTY SUPERSTARS! receive their award?**

A **LA COUNTY SUPERSTARS!** will receive their awards during the month of May in celebration of Public Service Recognition Week.

20. Q **When will the LA COUNTY STARS! receive their awards?**

A **LA COUNTY STARS!** will receive their scrolls from the Board of Supervisors on Tuesdays, depending on their award category:

- 1st Tuesday - Service Excellence and Organizational Effectiveness
- 1st Tuesday - Workforce Excellence
- 3rd Tuesday - Fiscal Sustainability

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21. **Q What is the LA COUNTY STARS! recognition ceremony?**
A To celebrate and honor the accomplishments of **LA COUNTY STARS!**, a recognition ceremony is held the first and third Tuesday of each month during a live telecast meeting of the Board of Supervisors. The meetings are held in the 3rd floor Board Hearing Room 381-B, Kenneth Hahn Hall of Administration, 500 W. Temple Street, LA, CA 90012. During each ceremony, the Chairperson/Mayor of the Board will introduce the **LA COUNTY STARS!**, commend them on their achievements, and present each honoree with a hand-painted scroll. Photographs are also taken with **LA COUNTY STARS!** during the program which will be mailed to winners a short time after the ceremony.
22. **Q What shall LA COUNTY STARS! and LA COUNTY SUPERSTARS! wear to the recognition ceremony?**
A Professional business attire is very suitable for this occasion. However, for those individuals working in law enforcement and related fields, Class A Uniforms are also an appropriate choice of attire to receive this honor.
23. **Q What can LA COUNTY STARS! and LA COUNTY SUPERSTARS! expect before and during the recognition ceremony?**
A Out of approximately 96,000 employees, **LA COUNTY STARS!** and **LA COUNTY SUPERSTARS!** are the County of Los Angeles' best and brightest. To honor their accomplishments, parking will be provided to **LA COUNTY STARS!** and **LA COUNTY SUPERSTARS!** and their guests. An orientation will be conducted on the day of the recognition ceremony to familiarize honorees with the program and discuss proper protocol. Winners will not be asked to deliver a speech or make any remarks.
24. **Q How many guests may the LA COUNTY STARS! and LA COUNTY SUPERSTARS! invite to the ceremony?**
A **LA COUNTY STARS!** and **LA COUNTY SUPERSTARS!** may bring up to four (4) guests to the ceremony.
25. **Q How can departments promote LA COUNTY STARS!?**
A A Microsoft PowerPoint presentation is available for departments to utilize and can be obtained from the website: <http://stars.lacounty.gov>. Promotional materials have been issued to County of Los Angeles departments for their use including: flyers, posters, buttons, stickers, paper fans, coasters, ceramic coffee mugs, tote bags, etc. To obtain additional information, please contact your department's Personnel Office.
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