



**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

<b>Payroll Title</b> Center Supervisor	<b>Years in County Service:</b> 2
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<b>Department</b> Education	<b>Division of Department</b> Reading Centers
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**Work Address (for teams, please attach a separate sheet):**  
222 Reading Lane, LA, CA 90012

<b>Work Telephone Number:</b> (213) 555-5550	<b>Work E-mail Address</b> learntoread@rc.lacounty.gov
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<b>Please provide the name of a staff person who may be contacted if DHR staff have questions about the details of this nomination:</b>	<b>Name:</b>
	<b>Phone Number:</b>

**This nomination is submitted by the following departmental administrators:**

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

Name	Title	Department /Division	Years of Service	Telephone	E-mail
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2.					
3.					
4.					
5.					
6.					
7.					
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9.					
10.					

**Please use Arial font; no less than 11 pitch for all entries**

**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.

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.

*Internal Use Only*

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 who are learning center manners 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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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*Initial*

*Dept No.*