



# Former DPSS Director Sheryl L. Spiller Recognized for 50 Years of Dedicated Service

*Celebrating Women’s History Month*

With nearly 14,000 employees under her leadership and over 50 years of public service with Los Angeles County, Department of Public Social Services (DPSS) Director Sheryl L. Spiller’s legacy is well established.

It all began on a hot summer day in 1967, when Spiller and her girlfriends embarked on a trip to downtown Los Angeles seeking summer jobs with Los Angeles County. A test for Typist Clerk was being administered, but she was initially not interested in taking the exam. However, she did and aced it – and the rest is history.

“I didn’t want to work for the County, but I didn’t want to wait outside either,” Spiller shared in 2012, after being sworn in as Director of the second largest social service agency in the nation. She made history by becoming the first African-American to lead DPSS in its 100-year history.



Spiller made her way through the ranks and to the top with hard work, perseverance and a sincere desire to help the County’s most vulnerable residents. With the exception of the three and a half years she spent at the Child Support Services Department, Spiller’s entire career has been with DPSS.

Serving in a variety of positions helped her become an example for others to follow. Spiller often stressed the importance of education and encouraged staff to be examples for their children by pursuing their own academic goals. While still working, she earned an Associate of Arts degree, a Bachelor of Science degree and a Master’s degree in Human Resources and Organizational Development from the University of San Francisco.

Spiller is credited with developing strong partnerships with other County departments, community-based organizations, and stakeholders. Under her leadership, DPSS evolved into the digital age, becoming a technologically innovative operation. In 2016, the Department launched the LEADER Replacement System (LRS), the largest social services public assistance web-based system in the nation.

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# Calendar of Events

## Center Theatre Group

(213) 628-2772

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

### Ahmanson Theatre

May 3 through June 10 – Soft Power

June 19 through July 29 – The Humans

### Kirk Douglas Theatre

March 29 through May 20 – Block Party

### Mark Taper Forum

Through March 11 – Water By The Spoonful

April 4 through May 13 – Soft Power

## Grand Park

(213) 972-8080

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

Every Tuesday through Thursday – Lunch A La Park Food Trucks

Every Wednesday – Lunch A La Park Yoga reTREAT

Every Thursday – Lunch A La Park Spring Concerts

Every Friday – Lunch A La Park Yoga reTREAT

April 19 – Earth Day LA

April 27 through April 29 – Our LA Voices - Spring Arts Festival

## The Music Center

(213) 972-7211

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

March 9 through March 17 – The Joffrey Ballet's Romeo & Juliet

## Walt Disney Concert Hall

(323) 850-2000

[www.laphil.com](http://www.laphil.com)

May 13 – Reid & Riley

June 9 through June 10 – Brahms Requiem

## Los Angeles County Museum of Art

(323) 857-6010

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

March 25 through July 16 – City and Cosmos: The Arts of Teotihuacan

## Rideshare L.A. County

### Department of Human Resources

Have you considered starting a carpool or vanpool but have concerns about how you would get home in case of an emergency? Do you already Rideshare but wonder how you would get home in case you have to work overtime? The Guaranteed Ride Home (GRH) Program pays the cost to get you home in case of an emergency or unplanned overtime. This free service to County employees is designed to eliminate any concerns about Ridesharing. Contact your local Employee Transportation Coordinator (ETC) for more details.

Visit <http://hr.lacounty.gov> for information on employment opportunities with the County of Los Angeles



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

Check out the DIGEST at:

<http://hr.lacounty.gov/about-the-county/>

## Meet

# Monique King-Viehland

## Community Development Commission and Housing Authority of the County of L.A.



In February, the Los Angeles County Board of Supervisors appointed Monique King-Viehland as the Executive Director of the Community Development Commission and Housing Authority of the County of Los Angeles (CDC/HACoLA). King-Viehland previously served as Acting Executive Director since

October 17, 2017, overseeing 580 full-time employees and an annual budget in excess of \$457 million.

Supervisor Sheila Kuehl, Chair of the Board, shared, “In these times, when Los Angeles is facing an acute affordable housing crisis, the leadership at the CDC/HACoLA is of vital importance. I am confident that Monique King-Viehland will bring her deep understanding of the daunting challenges of homelessness and affordable housing to the job and will apply her experience and leadership skills to ensure that every person in the County has a decent place to live.”

King-Viehland first came to the agency in 2015, as the Deputy Executive Director over community and economic development programs. Prior to that, she served as Director of the Department of Housing & Economic Development for the City of Trenton, New Jersey. Under King-Viehland’s leadership, the department managed the planning and development activities of the City government and offered a variety of programs and services, ranging from developing affordable housing to recruiting businesses to relocate to the City of Trenton.

King-Viehland is a seasoned public sector executive serving in leadership roles at municipal, county, and state levels. King-Viehland has over twenty years of experience in housing, community, and economic development, primarily in the area of real estate development. She served the State of New Jersey as Executive Director of the Capital City Redevelopment Authority, a state agency charged with facilitating redevelopment in the capital city. She is also the former Director of Area Development and President of Campus Gateway Development, Inc., (CGD) a subsidiary of NJIT. In 2012, she was recognized for her efforts, as #44 in the NJBIZ “Power 50” in Real Estate.

King-Viehland has a Master of Science in Public Policy and Management from the H. John Heinz III School of Public

Policy and Management, Carnegie Mellon University, and a Bachelor of Arts degree from Smith College, Northampton, MA, where she graduated with honors.

“I appreciate the support and confidence the Board of Supervisors expressed in my ability to effectively lead the agency in this new era of unprecedented challenges, but also extraordinary opportunities,” stated King-Viehland. “My vision for the agency is to go beyond ‘building better lives and better neighborhoods,’ and to position ourselves as a forward thinking, industry leader in the provision of services aimed at disrupting the cycle of generational poverty and homelessness, and developing cross-functional programs that don’t just create a safety net, but rather, a springboard for the people we serve.”

King-Viehland is the first woman and African-American to take the helm of the 35-year-old agency.



Now, you can print from your own devices at the L.A. County Library.

The L.A. County Library now offers free wireless printing at all 87 locations, allowing you to print 10 free pages per day.

In addition to printing from the library’s public computers, you can now enjoy the convenience of printing directly from your laptop, tablet, or mobile device in three easy steps. Simply visit our website or download the SmartAlec app, available for iOS and Android devices, upload documents, and pick them up when you visit an L.A. County Library.

Printing is free for library card holders up to the first 10 pages a day, with each additional page costing 15¢. Once the documents are uploaded, they are held up to 24 hours and then automatically deleted from the system.

Need to print something? Visit an L.A. County Library near you now.

# The Music Center Presents Complexions Contemporary Ballet's West Coast Premiere of Stardust and Mixed Repertory




Friday, April 20, 2018 - Sunday, April 22, 2018

Representing one of the most recognized and respected performing arts brands in the world, Complexions Contemporary Ballet returns to The Music Center to celebrate the life and music of David Bowie with the West Coast premiere of its new work, *Stardust*, a tribute to David Bowie. A thank you note and a love letter to Bowie, *Stardust* is choreographed by founder and master choreographer Dwight Rhoden and features many of the singer's most beloved hits with glam-rock inspired costumes by Christine Darch. *Stardust* will be accompanied by other repertory pieces as part of the engagement.

*The Washington Post* described Complexions Contemporary Ballet as "Cross-cultural ballet with attitude ... wearing toe shoes has never looked like so much fun," and *The New York Times* calls the company "Sculpture in motion."

For a limited time, County employees can save 20%\* off select performances of Complexions Contemporary Ballet. Access your exclusive offer online, in person or over the phone with the following code: 35541.

\*20% off valid for Main Orchestra, Front Orchestra Ring, Orchestra Ring and Main Founders only. Other restrictions may apply. No refunds, cancellations or exchanges.



## Pet-Poisoning Prevention

In keeping with *National Poison Prevention Week*, County of Los Angeles Animal Care and Control would like to remind Pet-owners just how vulnerable our furry-friends can be.

4 tips to keep your pet safe:

1. Keep all medications out of reach.
2. Watch what they eat;
  - Never give your pet food that has gone bad.
  - Grapes, raisins, and chocolate are all toxic to pets.
  - Avocados are toxic to birds.
3. Car fluids such as anti-freeze and coolant should be kept out-of-reach.
  - Ethylene-glycol, a component of anti-freeze, is infamous for being sweet to the taste, which further puts a pet in danger.
  - Clean up all spills and keep these items locked in a cabinet.
4. Pesticides and rat poisons should be placed out of your pet's domain.
  - Remember, that a rodent that dies from this poison, if ingested by your pet, can pose the same level of toxicity.



## County Policy of Equity Prohibits Sexual Harassment

### *Quid pro quo sexual harassment*

by Letitia Ellison-Cooper

County Equity Investigations Unit

Department of Human Resources

You may recall the December 2017 County Digest article which cited the Board's unanimous call to action to prevent sexual harassment and the following definition from the U. S. Equal Employment Opportunity Commission:

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment,
- submission to or rejection of such conduct by an individual is used as the basis for employment decision affecting such individual, or
- such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.”

As the definition indicates, there is more than one type of sexual harassment. The first and second bullets are often referred to as *quid pro quo* harassment. *Quid pro quo* is a Latin term which means “this for that.” This type of harassment occurs when someone with the authority to make or influence employment decisions uses their power over another to gain sexual favors. Specifically, a supervisor or manager may offer or promise a job or job benefit (such as hiring, promotion, or overtime) to an applicant or employee in exchange for sexual favors, and may directly state or imply that there could be negative consequences (such as discipline, demotion, or discharge) if the applicant or employee rejects

the sexual advances. Because employment decisions should be based on valid business reasons (such as qualifications or performance), *quid pro quo* harassment is considered an abuse of power even if the applicant or employee agrees or submits to the sexual advances or favors.

Here's a scenario and a series of questions to test your understanding:

Imagine that you are a hardworking employee seeking to promote. You pride yourself on your work performance and have recently volunteered for a challenging work assignment. You request to meet with your supervisor to share your progress on the assignment and to get guidance on how to proceed from here. When you enter your supervisor's office for the meeting, your supervisor closes the door, sits directly across from you, and looks at you from head to toe. As you begin to discuss the assignment, your supervisor interrupts you to comment on your physical appearance and to ask about your relationship status. Feeling uncomfortable, you get up to leave your supervisor's office. But before you make it to the door, your supervisor reaches across the desk, holds your hand, and begins rubbing it. Your supervisor then tells you that you are guaranteed the next promotional opportunity if you agree to go out on a date. When you inform your supervisor that this would not be appropriate, your supervisor approaches you, places one arm around your shoulder, and whispers in your ear, “Well maybe you should re-think your position... because I have no problem scratching your back if you scratch mine.”

- What was the unwelcome sexual conduct?
- What job benefit is at stake?
- What was the requested sexual favor?
- What was the level of the employee making sexual advances?
- What was the level of the employee responding to the sexual advances?
- Was the request for a sexual favor direct, implied, or both?
- What, if any, was the negative consequence?

*Look for answers to the questions on page 7.*

*Quid pro quo* is unacceptable under County policy and will not be tolerated. Any applicant or employee who feels pressured to comply with a sexual advance or other sexual conduct to obtain a job or receive work benefits should contact the Board of Supervisors' County Intake Specialist Unit at (213) 974-9868. Complaints requiring investigation are referred to the Department of Human Resources' (DHR) County Equity Investigations Unit. For further information, please refer to the new County Equity Oversight Panel website, <https://ceop.bos.lacounty.gov>, and the DHR website, <http://employee.hr.lacounty.gov/>.



## Looking for Fun and Adventure This Spring

*The Department of Parks and Recreation's P&R Online Magazine Has Plenty of Options*

With Easter and swim season just around the corner, the Department of Parks and Recreation (DPR) would like to share with you the many options the Spring P&R Magazine has for you and your family. DPR programs, classes, and special events offer something for everyone at little or no expense.

Thanks to this online magazine, County employees, their friends, and families have many recreational programs to choose from. The latest issue of this comprehensive online publication contains detailed information about programs and activities offered to people of all ages.

In this issue, you'll have the opportunity to learn about an exceptional group of DPR employees: our Lake and Pool Lifeguards. You'll read about their experiences in our department, their passion for what they do, and the qualities and qualifications they must possess to be able to save lives.

**LOOKING FOR FUN**  
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## Daylight Saving Time and Checking Smoke Alarms

*L.A. County Fire Department*

This year, Sunday, March 11 will be the beginning of daylight saving time and a good time to thoroughly check your smoke alarm and replace the batteries. Smoke alarms that are properly installed and maintained play a vital role in reducing home fire deaths and injuries.

Smoke alarms alert you and your family when there is a fire in your home. In fact, the widespread use of smoke alarms is considered to be the main reason for a decline in home fire deaths.

Three out of five home fire deaths reportedly result from fires in properties without working smoke alarms. And when it comes to smoke alarms, it's all about location. Smoke alarms should be installed in every bedroom and outside each sleeping area, as well as on every level of a home. Smoke alarms should be installed on the ceiling or high on a wall, and at least 10 feet from the stove to reduce false alarms. Large homes may need extra smoke alarms. It's best to use interconnected smoke alarms; so, if one alarm rings, they all do.

Here are a few tips to make sure your smoke alarm is in good working order:

- Test all smoke alarms at least once a month. Press the test button to be sure the alarm is working.
- Change the batteries in all smoke alarms twice a year.
- Make sure everyone in the home knows the sound of the smoke alarm and understands what to do when they hear it.
- Replace all smoke alarms when they are 10 years old. To find out an alarm's age, look at the date of manufacture on the back of the alarm.

Although the best way to fight fires is to prevent them, working smoke alarms and regularly practicing a fire escape plan can help save lives if there is a fire. For more information, visit <http://fire.lacounty.gov/fire-preventiondivision/fire-prevention-month>.

# Share Your Heart Share Your Home



## Become a Foster/Adoptive Parent Dept. of Children and Family Services

Life is sometimes about needing a second chance. For kids growing up in foster care, this could not be more true. Children like Izaiyah did not ask to be placed in the foster care system and certainly, at age seven, never expected to someday need a second chance at a family. Through no fault of his own, Izaiyah cannot return to his birth family and is now hoping there is a family out there who will commit to him unconditionally. This is a part of Izaiyah’s journey and story. Today, he is in true need of that second chance at a forever family.

In life, most things begin with an idea, a vision, and a dream. For little Izaiyah, 7, it’s no different. Despite all that he has gone through in his short life, he has not lost his ability to smile and hope. His biggest dream is to find a family he can “stay with forever and never have to move again.”

Izaiyah is outgoing and enjoys making new friends wherever he goes. Most of the time, he is a relaxed and easy going little guy. Occasionally, he struggles to contain his feelings, especially when he is feeling scared or anxious. He is receiving therapeutic support services to help him process his feelings of loss and manage his anxiety and fear. He is open and receptive to these services and certainly with a forever family by his side, he will thrive.

Izaiyah has two half-siblings whom he maintains contact with and prefers to join a family that will allow him to continue to stay in touch with these siblings. If you can envision having Izaiyah as part of your family, take action on that idea and give us a call at (888) 811-1121 to learn more about adopting him.

**The answers to the questions in the *Quid Pro Quo* article on page 5 are included in the paragraph below:**

The supervisor engaged in the following unwelcome sexual conduct towards a subordinate employee by commenting on physical appearance; asking about relationship status; holding and rubbing the subordinate’s hand; placing an arm around the subordinate’s shoulder; and whispering the “I’ll scratch your back if you scratch mine” comment in the subordinate’s ear. The supervisor also requested a date as a direct and implied sexual favor. The supervisor explicitly guaranteed a promotion in exchange for a date and also implied it by the “I’ll scratch your back if you scratch mine” comment. The subordinate may be denied an opportunity to promote if he or she did not agree to go on the date with the supervisor.

**LOOKING FOR FUN**

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Also, if you haven’t had the time to visit one of DPR’s four arboreta and botanic gardens, you can check out their special events and activities they offer in P&R Magazine, including art and cooking classes, as well as fascinating nature workshops to mention just a few.

Signing up for a program has never been easier, as you can register for many activities online with a simple click of the mouse, saving you valuable time.

Visit <https://content.yudu.com/web/42ukp/0A42vm9/SpringGuide2018/html/index.html?origin=reader> to view the Spring P&R Magazine.

**SHERYL L. SPILLER**

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Through her actions, she set an expectation of what needs to be done to provide excellent customer service to the department’s 3.5 million customers through implementation of the Excellent Customer Experience campaign, ensuring that all DPSS customers are treated with empathy, courtesy and respect. She has planted the seeds for the future of social services delivery in L.A. County and a winning formula for other agencies to follow.

Spiller’s legacy includes the enrollment of 1.1 million residents in Medi-Cal under the Affordable Care Act; moving millions of paper case files to an electronic data management system; and expanding Customer Call Centers and on-line application services.

After 50 years of dedicated service, Spiller retired on February 28, 2018. She is looking forward to relaxing, spending quality time with her family that includes her daughter and three granddaughters, and plans to focus her energy on her passion for gardening.

“I have a philosophy that it’s not what you take when you leave this world behind, it’s what you leave behind when you go,” Spiller said.

# Countywide Information Security Program

## What is a Business Email Compromise Scam?

A Business Email Compromise (BEC) scam is a form of phishing attack where a cyber criminal impersonates an executive and attempts to get an employee, customer, or vendor to transfer funds or sensitive information (e.g., SSN, passwords) back to the cyber criminal. According to the FBI, BEC scams have increased by 1300 % and cost businesses \$3.1 billion dollars since 2015.



**BEC attacks cannot succeed if you don't take the bait! Use these tips to avoid BEC scams and to protect the County and its data.**

1. Be on guard with unsolicited emails and phone calls. Do not open suspicious emails/attachments or download unknown files as they may contain malware.
2. Take additional measures (e.g., call the sender, physically visit the sender) to verify or confirm any suspicious and/or unusual requests. If you reply to a BEC email, you may potentially be communicating with the cyber criminal and not the intended sender.
3. Use previously stored or known verified information and not the information in an email request.
4. Report any suspicious email to your local Help Desk and/or DISO.

The County has taken steps to mitigate these fraudulent scams and continues to battle these criminals as their techniques change. However, it is up to all of us to stay vigilant and think twice before clicking, downloading or providing sensitive personal information and to report all suspicious email.

**Remember, you play a big part in safeguarding County's information.**