



AUGUST 2019

COUNTY OF LOS ANGELES

## DHR Expands Mediation Efforts with Dispute Resolution Services, Achieves Support from CEOP

The Department of Human Resources (DHR), with assistance from the County Intake Services Unit (CISU) of the Executive Office of the Board of Supervisors - County Equity Oversight Panel (CEOP), formally added “dispute resolution” services to assist department managers and employees seeking to harmoniously resolve conflicts within their organizations.

Implemented under DHR’s Dispute Resolution Mediation Program (DRM), these alternative resolution interventions have received significant collaborative support from the Executive Office of the Board of Supervisors.

With this exciting new service, a wider variety of equity and non-equity related matters can be addressed and resolved through DRM’s services. Rather than limit itself to traditional mediation of ‘Equity’ complaints, the Program has expanded to offer dispute resolution, guided facilitation services, and targeted training. DRM services are not only limited to mediation of equity complaints, the program now offers guided facilitation services and targeted training in addition to expanded dispute resolution services. DRM provides trainings that equip supervisors with tools to productively recognize, manage, and resolve disputes that may arise in the workplace.

DRM and CEOP have also worked with departments to recommend mediation in situations that are likely to be “substantiated” following a full investigation. They also recommend dispute resolution of non-equity related cases that possess significant litigation risk. As a result, since the inception of the County Policy of Equity (CPOE), Countywide litigation costs related to employment disputes have dropped by approximately 50%.

These enhancements were designed for several reasons; the CEOP only has jurisdiction over complaints involving “equity,” generally meaning issues involving a protected characteristic or activity are investigated by the body; however, each year the CEOP receives a large number of non-jurisdictional complaints. DRM and CEOP recognized that there was an opportunity to resolve these complaints through an alternative process that allows parties to identify a remedy that works for both of them. Due to certain legal requirements, these complaints divert County resources from jurisdictional complaints because each CPOE complaint must undergo a preliminary review and assessment. It is believed that the reduced percentage of non-jurisdictional complaints received in 2018 as compared to 2017 is at least in part due to these collaborative efforts.

Moreover, when employees are unhappy in their work environment, productivity and customer service suffers, resulting in negative impact to personnel and members of the public. Understanding that open dialogue and communication is often the key to resolving workplace conflict, the CEOP now recommends mediation or dispute resolution to departments whether or not related to equity. The dynamic nature of the new DRM process has taken the restraints off the CEOP, and expanded the alternative dispute offerings of DRM to allow for neutral third-party moderators, facilitators, and targeted training opportunities.

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# Calendar of Events

## Center Theatre Group

(213) 628-2772

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

### Ahmanson Theatre

September 5 through October 20 – Latin History for Morons

### Kirk Douglas Theatre

September 13 through October 27 – On Beckett

### Mark Taper Forum

September 11 through October 13 – A Play is a Poem

November 22 through December 29 – August Wilson's Jitney

## Ford Theatres

August 26 – JAM Session: Creativity in Movement

August 27 – Hollywood Shorts

August 30 – Urban Bush Women: Hair & Other Stories

August 31 – Future X Sounds LA: Lalah Hathaway and #RealMusic Rebels

## Grand Park

(213) 972-8080

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

Every Tuesday through Thursday – Lunch a la Park Food Trucks

Every Wednesday and Friday – Lunch a la Park Yoga reTreat

September 14 – PROUD Picnic + Movie Night

September 22 – Sunday Sessions featuring Dublab

## Hollywood Bowl

(323) 850-2000

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

September 8 – Gladys Knight and The Kingdom Choir

September 11 – Ben Harper and Neneh Cherry

September 13 and September 14 – Earth, Wind & Fire

September 25 – Black Movie Soundtrack III

September 29 – Gary Clark, Jr. and Michael Kiwanuka

## August is Child Support Awareness Month

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



### Members of the Board

**Janice Hahn**

Chair

Fourth District

**Hilda L. Solis**

First District

**Mark Ridley-Thomas**

Second District

**Sheila Kuehl**

Third District

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Fifth District

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**Monica Paraja**

**Dominguez**

Senior HR Manager

**John S. Mina**

Editor-in-Chief



County DIGEST Editorial Office  
Department of Human Resources  
500 West Temple Street, Suite 588  
Los Angeles, CA 90012  
(213) 974-2382

[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://hr.lacounty.gov/about-the-county/>

## MEDIATION

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The CEOP is comprised of a group of experienced staff and a panel of ten subject matter experts, each with years of experience in employment matters. These experts provide additional guidance for departments when considering whether or not to mediate a dispute. Furthermore, “DRM’s equity professionals and mediators have vast experience assessing, investigating, and resolving workplace conflicts. With open minds and creative solutions, together we can reduce risk, open lines of communication, and strengthen our workforce,” said Rodney Collins, Sr. HR Manager of Advocacy and Mediation Services. In fact, a post-mediation survey of participants consistently include documented testimonials of satisfaction with the program.

In FY2018-2019 alone, this collaboration contributed to a 97% increase in departmental election rates from FY2017-2018, and an estimated litigation-related cost savings to the County of \$16.7 million in FY2018-2019. In cases involving non-traditional disputes, the process has proven to produce transformative benefits for parties regardless of outcome. Transformative benefits occur when the parties conclude the mediation process and experience improved work relationships, realize internal healing, or demonstrate increased productivity when returning to the work place.

Here are some survey comments:

From a Complaining Party

*“I am so glad and relieved to know that DHR has this Dispute Resolution Mediation Program or unit available. This was my first time going through this horrible and stressful experience and having the support of a Deputy Compliance Officer was a fit. She is so professional and supportive and showed care.”*

From a Departmental Representative

*“The Mediation Deputy was very skilled and eloquent in clarifying statements and positions.”*

From the Office of County Counsel

*“The mediator was very good at explaining the process, setting a non-adversarial tone, facilitating discussions particularly from the Complainant, and allowing the process to move along organically.”*

CEOP and DRM continue to enhance and improve their collaborative efforts, in hopes of further reducing litigation costs to the County, and leading to a more harmonious, dignified, professional and productive workplace for all employees.

*Written by Ben Stormer (Executive Office of the Board of Supervisors, CEOP) and Cecile Ochoa (Department of Human Resources, DRM)*

## LACERA Elections

Safety Members are encouraged to vote in the elections being held for LACERA.

LACERA elections are being held now to elect the Fourth Member of the Board of Investments and the Seventh and Alternate Safety Members of the Board of Retirement for terms of office commencing January 1, 2020.

On August 5, 2019, eligible Safety Members should have received an email with voting instructions and their login credentials for the LACERA election. This information allows the Safety Member to access the LACERA election ballot, either online or by telephone. No paper ballots are being issued for this election.

Voting is open from August 5, 2019, through August 30, 2019. If you are a Safety Member and did not receive your login credentials, please contact your departmental election coordinator for assistance. Find your departmental election coordinator at <http://bos.lacounty.gov/Services/Conflict-of-Interest-Lobbyist/LACERA-Election>.

## Hair & Other Stories at the Ford

LA County-owned and operated **Ford Theatres** presents **Urban Bush Women: Hair & Other Stories**. Choreographed by Artistic Directors **Chanon Judson** and **Samantha Speis**, in collaboration with the company, *Hair & Other Stories* is a multidisciplinary experience that blends dance-theatre with conversations that challenge existing American values and celebrate our choices around “who we be” and “how we do.”

Featuring new music compositions by **The Illustrious Blacks (Manchildblack and Monstah Black)**, *Hair & Other Stories* invites the audience to delve into the complexities of individual identity versus collective society with humor and honesty.

For 35 years, choreographer **Jawole Willa Jo Zollar**’s company Urban Bush Women has given expression to the vitality and boldness of African American women.

Urban Bush Women: *Hair & Other Stories* takes place at the Ford Theatres on Saturday, August 30, at 8:00 p.m. County of Los Angeles employees receive a 20% discount with code LACE. For tickets and information, go to [FordTheatres.org](http://FordTheatres.org).



# Diplomas Open Doors



**Earn your  
high school  
diploma for  
FREE online**

As an LA County employee, you can earn your diploma and career certificate, no matter what service area you live in.

Just email **[diploma@library.lacounty.gov](mailto:diploma@library.lacounty.gov)** with your employee name, department, and number, then take the self-assessment on the site below.

**[LACountyLibrary.org/diploma](https://LACountyLibrary.org/diploma)**



# Women's Suffrage

## *Centennial Celebration of the 19<sup>th</sup> Amendment*

On Tuesday, August 6, 2019, the Board of Supervisors passed a motion declaring August 2019 through August 2020 as the official timeframe for the County of Los Angeles to celebrate the 100<sup>th</sup> anniversary of the passage of the 19<sup>th</sup> Amendment to the United States Constitution.

In 1919, after decades of protest and struggle, the United States Congress passed the 19<sup>th</sup> Amendment establishing women's suffrage. On August 26, 1920, this amendment, the right for women to vote in elections, was fully ratified. All around the country, elected officials, community and business leaders, academics, commissioners, non-profit directors, and others are coming together to designate August 26, 2020 as a national holiday to commemorate the centennial anniversary.

Spearheading the County's efforts in leading a strong campaign is the Los Angeles County Women and Girls Initiative (WGI) and the Los Angeles Commission on Women. The members of this joint-committee are reaching out to community groups and leaders, along with all County departments to help commemorate the anniversary of the 19<sup>th</sup> Amendment in due fashion.

Some of the goals identified to be represented the efforts of celebration include:

- Elevating the history of the 19<sup>th</sup> Amendment with an emphasis on recognizing historical leaders from (1891-1920) the period of activism and protest, all the way through 2020, the current state of women's civic engagement.
- Encouraging voter registration in creative ways to populations and/or regions where there is low female voter registration.
- Promoting voter registration efforts to youth who will be eligible to vote in 2020, especially girls.
- Utilizing this outreach opportunity and momentum to also encourage Los Angeles residents to be counted during Census 2020.

The County of Los Angeles recognizes that the passage of the 19<sup>th</sup> Amendment did not, however, ensure suffrage for all women. Regional leaders hope to ensure that any celebrations reflect the diversity of the County and the fact that many people did not gain immediate access to voting.

All County departments have been invited to mark the celebration through efforts of educating County employees, residents, clients, and partners. Countywide Communications in conjunction with WGI will develop a web-based calendar to provide all County departments and community organizers a place to list all public facing events commemorating the celebration.

Look out for WGI and Los Angeles County Registrar-Recorder/County Clerk (RRCC) outreach efforts in the next couple of months:

- September is National Register to Vote month
- October is LA County Girls Empowerment Month
- By the end of the year look out for some great resources featured on our website put together by our partners at Los Angeles County Office of Education, and fun invitations by our Natural History Museum and Arts Department.



If you know of any events happening in L.A. County celebrating the 19<sup>th</sup> Amendment, let the WGI and RRCC know by visiting <https://www.lacounty.gov/wgi-19-amendment-centennial/>. We will contact the event organizers to make sure we can showcase them on our website.

If you have any questions or need additional information, please contact Imelda Padilla, Community Engagement and Outreach, at [ipadilla@ceo.lacounty.gov](mailto:ipadilla@ceo.lacounty.gov).



# Payroll Direct Deposit Phishing Scams

Cyber criminals are emailing change requests to payroll clerks or HR staff in their evolving Business Email Compromise (BEC) scams to target direct deposit paychecks. This low-tech financial fraud has no malicious attachment or web links in the message to click on. It solely plays into an employee's desire to be responsive to the high-ranking official that were being impersonated. Social Engineering scams are still on the rise. Scammers rely heavily on human interaction and take advantage of a potential victim's natural tendencies and emotional reactions. According to the FBI's latest [Internet Crime Report](#), losses from BEC scams amounted to almost \$1.3 billion in 2018, doubled from 2017.

**From:** *fake CEO or Executive*

**Sent:** Friday, June 21, 2019 8:30 AM

**To:** payroll clerk

**Subject:** New Direct Deposit Information

The CEO or Executive is never going to email you out of the blue and ask you for any direct deposit changes.

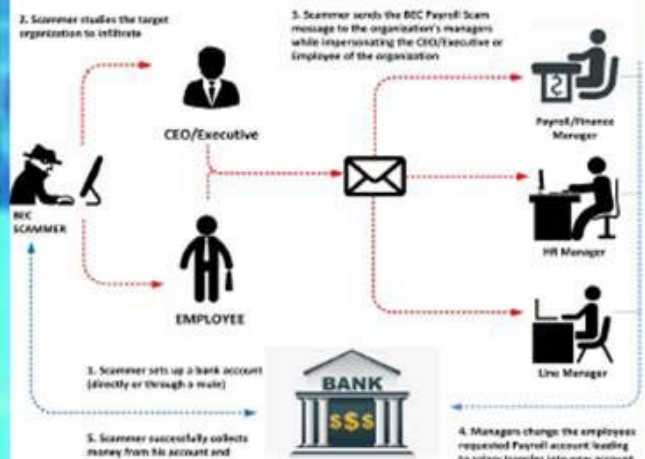
Hello payroll clerk,

I have recently changed my bank and I will like my direct deposit changed to my new account. I need your prompt assistance.

Thanks

*fake CEO or Executive*

EXAMPLE



## What you can do to avoid a scam:

- ✓ Always verify the request by contacting the sender through another method, such as by phone or in person. Never by responding to the email.
- ✓ Check sender's email address carefully. If you received an email from an executive requesting you to make changes to personal information, but the email is tagged with the [External] caution message, forward such email by clicking on the phish alert button in the Outlook Home tab—"Report Phishing CRISI"
- ✓ On mobile device, you can find the Phish Alert Button within the message. Tap on the three dots menu button and then tap the Phish Alert to report it.
- ✓ If you are unsure, treat it as suspicious and report it to the phish alert button.



**These scams cannot succeed if you don't take the bait!**

# Keep Your Pets Cool This Summer

## *Tips from the Department of Animal Care and Control*

The warm weather is officially here. Please keep in mind that your furry friends need some extra assistance to keep them cool and healthy. Pets are extremely susceptible to heat exhaustion/heat stroke, and precautions should be taken, especially while participating in outdoor activities. You can prevent this by taking a few basic steps and watching out for signs of heat stress.

- Avoid strenuous activity on extremely hot days, and provide adequate water and shade if your pet will be staying outside. Be aware that an area that appears shady in the morning may not be shady in the afternoon. A play pool in a shaded area can help outdoor dogs cool off on hot days. A garage is not a suitable area to house dogs during extreme weather since the temperatures inside can quickly rise without circulating air. Of course, we strongly recommend that pets live inside with their families. After all, they are part of the family, too.
- “Short-nosed” (brachycephalic) dogs, such as Boxers, Pugs, etc., are extremely susceptible to heat stress. If your dog is a short-nosed breed or if he/she is small, overweight, ill, or old, make sure to bring him/her inside the house. If your dog has long hair, consider giving him/her a haircut for summer.
- Pets should not walk on asphalt on hot days. If it is too hot for your bare foot, it is too hot for your pooch. Consider walking in early morning or late in the evening or walking on grass when the weather is hot. If you are an equestrian, ride your horse early in the morning or late afternoon/early evening. Make sure your horse recovers from the exertion well, and consider hosing horses off during the hotter parts of the day to prevent overheating and helping to keep them comfortable.
- Watch out for signs of heat stress. Early signs include excessive panting and distress. A pet that is showing early signs of heat stress should be immediately moved to a cooler area and provided with cool (*not ice*) water to drink. Gently wet the area behind the ears, around the neck, belly and paw pads. If your pet shows symptoms of vomiting or diarrhea or appears to be lethargic, get them to a vet immediately.

An important reminder to highlight is to never, ever leave your pet in a parked car. If you'd like to take your pet with you while running errands or when you travel, make

sure you can bring your pet with you when you exit the vehicle. The temperature inside a vehicle can rise 20 to 30 degrees above the outside temperature in a matter of minutes, putting your pet at risk if left in the car on a warm day.

Many people are aware of the new law that states a person who removes an animal from a vehicle is not criminally liable for actions taken reasonably and in good faith. This is true *if* the person does all of the following:

- (1) Determine the vehicle is locked or there is otherwise no reasonable manner for the animal to be removed from the vehicle; and
- (2) Believes that forcible entry into the vehicle is necessary to rescue an animal from imminent danger; and
- (3) Contacts local authorities such as law enforcement, fire department, animal control, or other 911 emergency service; and
- (4) Remains with the animal until the emergency responder has arrived; and
- (5) Uses no additional force necessary to enter the vehicle; and
- (6) Immediately turns the animal over to emergency responders.

A bystander must complete the process above to be protected against any criminal and civil charges. Breaking into vehicles to rescue trapped animals without following this process may result in paying for property damage or being charged with trespassing.

Owners must ensure their pets are always healthy and protected against the dangers of excessive heat. Now that you know how to keep your animals safe during the hot summer days, go outside and have fun.







County of Los Angeles  
DEPARTMENT OF PUBLIC SOCIAL SERVICES

**dpss**



**Toy Loan**

*The Program with a Heart*  
= SINCE 1935 =

## Summer Fundraising Campaign

JUNE 2019 THROUGH SEPTEMBER 2019

*Since 1935 the Toy Loan Program has provided a free toy-lending service to the children of Los Angeles County. The program teaches lessons in good citizenship and is a community effort. With the support from the Los Angeles County Board of Supervisors and the Department of Public Social Services, the Toy Loan Program operates over 60 locations County-wide. At Toy Loan, we subscribe to the idea that learning and play are one. Toy Loan achieves its mission by sparking creativity and imagination to build the foundation for a life of learning. Together, educators, caregivers and children can embark on adventures that challenge and inspire the mind.*

You can help support this worthwhile program by making a monetary contribution.  
Your donation will help purchase much needed new toys such as:

- Role-playing toys • Science toys & equipment • Adaptive learning toys • Board games
- Interactive toys • Math games & equipment • Books • Sports equipment

For more information, please contact Toy Loan:

• Telephone: (213) 744-4344 • Email Address: [toyloan@dpss.lacounty.gov](mailto:toyloan@dpss.lacounty.gov)

@LACo\_DPSS

@LACo\_DPSS

@LACoDPSS

**Yes!** I would like to support the Toy Loan Program.  
Please accept my tax-deductible donation of:

- ☐ \$5      ☐ \$10      ☐ \$15  
☐ \$20      ☐ \$100      ☐ Other \$ \_\_\_\_\_

Please make checks payable to:

**Toy Loan Advisory Board**  
2615 South Grand Ave, 2nd Floor  
Los Angeles, CA 90007

**Please do not send cash!**

Name: \_\_\_\_\_ Department/Section: \_\_\_\_\_

Work Telephone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Home Address: \_\_\_\_\_



# Retirees

*Congratulations for your many years of service to the County of Los Angeles!*

## 40+ Years

**HEALTH SERVICES:** Jorge Chavez, Jeannette M. Perry

## 35+ Years

**HEALTH SERVICES:** Velda Lollis, Norma Madriz

**SHERIFF:** Mark E. Campbell, Therese D. Roman

## 30+ Years

**ASSESSOR:** Flora Y. Chiu

**CHILDREN & FAMILY SERVICES:** Maureen Small, Glenn Windom

**COUNTY COUNSEL:** Manuel A. Valenzuela

**HEALTH SERVICES:** Suzanne Garcia, Petra Ornelas

**SHERIFF:** Jeffrey W. Dusky, Keith A. Edey, Jayvanti H. Bhatia

## 25+ Years

**HEALTH SERVICES:** Alonzo P. Besijos, Vincente G. Salazar

**PROBATION:** Dwyane L. Dawson

**PUBLIC SOCIAL SERVICES:** Jefferson De Roux, Marnette Haynes

**SHERIFF:** Michael A. Hernandez, Todd P. Kubela, David J. Lewey, Richard L. Chambers



## Academic Internship Program Seeks IT Projects

The Academic Internship Program (AIP), administered by the Department of Human Resources, places college/university students within County departments as student interns for the completion of specific projects, research, or studies ordered by the Board of Supervisors or developed by a department.

The AIP has been expanded to specifically target Information Technology (IT) projects. We need your projects! A survey was sent out to all Chief Information Officers on July 29, 2019. All colleges and universities that have an agreement with the County will be invited to participate. Please submit your project to [Interns@hr.lacounty.gov](mailto:Interns@hr.lacounty.gov) by August 30, 2019.

## August is National Breastfeeding Awareness Month

Did you know that L.A. County was the recipient of the Mother-Baby Friendly Workplace State Recognition Award?

Need to find a lactation room within an L.A. County facility or learn more about the Countywide Lactation Program? Visit <http://employee.hr.lacounty.gov/lactationprogram-2/>.





# Celebrate with us on Sunday, Sept.1!

## Special \$8 admission for L.A. County Residents

1. Visit [LACountyFair.com/lacountyday](http://LACountyFair.com/lacountyday)
2. Add the "Resident Discount" ticket to your shopping cart.
3. Enter the promo code LACOUNTY
  - a. This offer is open to residents only. The billing zip code must reside within the region to complete the purchase.
  - b. Online tickets must be purchased by 11:59pm on Saturday, August 31st
5. Complete the process to receive your ticket.

## Visit [LACountyFair.com](http://LACountyFair.com) to learn more!