



# DIGEST

## First Employee of the Month selected

The Board of Supervisors has selected Mrs. Marion D. Williams, Senior Library Assistant, County Public Library in Lancaster, as its first ever, 'Employee of the Month.'

The Board of Supervisors established the Employee of the Month Program to give special recognition to individual employees whose achievement, dedication and service orientation enhances the County's ability to meet community needs.

Supervisor Deane Dana, who initiated the County Employee Recognition Program, said, "one of my goals when I became Chairman of the Board of Supervisors was to create a program to honor our County employees and their dedicated work on behalf of the people. This recognition is important if the public is to have a greater awareness of the caring efforts put forth daily by Los Angeles County government employees. Mrs. Marion Williams is an excellent and representative inaugural selection as Employee of the Month."

Mrs. Williams was selected for her outstanding devotion to providing library service to senior citizens and the blind residing in remote areas of the Lancaster community.

Responding to being named



*Chairman of the Board of Supervisors Deane Dana presents scroll to Employee of the Month Marion Williams. The ceremony took place at the April 24 Board meeting.*

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Employee of the Month, Mrs. Williams said, "It's quite an honor. I never thought it would happen to me."

Mrs. Williams said her motivation for being an exemplary County employee, comes from the people she serves. "Many senior citizens seeking library service ask me to help them. There are

some who are handicapped and need special help. The elderly often want to discuss their ups and downs and I'm glad to be able to help make their day a little brighter," she said.

Marion Williams began her career

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## Marion Williams named Employee of the Month

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with the Los Angeles County Public Library as a Library Aide at the Lancaster Library. In 1965, she became a Library Assistant. At the inception of the OASIS Program (The Older Americans Special Information Service), in 1976 she became Library Assistant/Driver of the OASIS van which she drives some 90 miles round trip five days a week to provide mobile library service to the blind and senior citizens living in isolated areas of the high desert of Lancaster. The van also stops at mobile home parks, nutrition sites, and board and care homes where films are shown to residents three times a week.

Maintaining a bookmobile service demands dedication. Operating OASIS, which serves a unique clientele, is especially difficult. It requires an employee who is a self-starter. Locating clients in the high desert region is the first challenge . . . getting library service to them involves obstacles such as fire, flood, and poor roads. Mrs. Williams seems to thrive on overcoming these hindrances. When she promises library service to seniors, she doesn't let them down. In spite of more than ten years of dialysis treatments, she has let nothing interfere with her job performance.

Marion Williams was born on March 21, 1924, near Rochester, New York. She attended college prep school in Canaadagua, New York and graduated from the State University of New York, College of Education at Albany, where she received a B.A. degree in 1945 and an M.A. degree in 1946, both in mathematics.

County Employee of the Month honorees and participants are nominated by a different group of County departments each month. All employees who are performing competently, regardless of employment status (permanent, temporary, or recurrent) are eligible to be nominated.



### RETIREES . . .

The following people have retired in recent months after more than thirty years of service to the County:

Sheriff: Lee Roy Ferguson, James R. Marshall, David Keesling.

Public Social Services: Jesse Daugherty, Morris A. Joseph.

Also: Robert H. Arthur, LAC/USC Medical Center; Louis M. Jones, Mechanical; Mark F. Jones, Flood Control; Irene V. Lowe, Martin Luther King Hospital; Forrest B. Powell, Community Services; Midori Shibuyama, Collections; Christine M. Harris, Data Processing.

The following have retired with over twenty-five years of County Service:

Public Social Services: Stefanita Baker, Marjorie Carpenter.

Sheriff: John W. Allender, Mary J. Brown.

Also: Hallene Armstrong, Tax Collector; Gratenell Gantt, Medical Center; Edward Gaskins, Sheriff; Frans L. Johnson, County Engineer; Willie B. Price, LAC/USC Medical Center; Tel D. Santos, Health Services Administration, Richard Tomei, SCAQMD.

## Board opens retirement transfer windows

Any employee who is a General member of the Retirement System's Plan A, B, C or D will have two opportunities to transfer to Plan E this year, according to a resolution just approved by the Board of Supervisors. The transfer windows will open for employees during the following periods:

April 27, to June 25, 1984

November 1 to December 31, 1984

Current members of Plan E will also be eligible to transfer to Plan D during the same transfer windows.

As reported in the last edition of the DIGEST, the Los Angeles County Employees Retirement Association (LACERA) is planning to communicate details of the transfer program to employees. These efforts will include:

- A direct distribution of election and disclosure packets to employees who declared their intent to transfer to Plan D or E last December.
- Distribution of election and disclosure packets to departmental payroll offices for other employees who are considering transfer. These materials will reach payroll offices soon after May 10.
- The opening of telephone "hotlines" by LACERA and the Department of Personnel (DOP), after May 1, to answer employees' questions.

Employees who have questions concerning technical retirement matters that are not addressed in the disclosure packets may call the LACERA "hotline" at 974-2080. Those who have questions concerning the Long Term Disability Program offered in connection with Plan E should direct their questions to the DOP "hotline" at 744-3080 between 2:00 p.m. and 4:00 p.m.

County of Los Angeles

### DIGEST

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# New Management improves Landmark Cafeteria service

The Landmark Cafeteria in the basement of the Hall of Administration is now under new management. The change includes more of a variety of menu choices, lower prices and other amenities that enhance the food service.

Tom and Gail Cook assumed management of the cafeteria some four months ago. Tom said he has had more than four years of success in the food service business and once operated his own family coffee shop in the San Fernando Valley. Cook said his food service is a private business made available to the County through the State Business Enterprise Program. He said he also currently operates a food service for postal employees at an area post office.

The Cooks, married only four weeks ago, said they enjoy working as a husband and wife team. They manage a staff of twelve at the Landmark and put in a minimum of 12 hours of hard work, five days a week to provide quality service to County employees, jurors and others visiting the establishment for breakfast and lunch.

"We are happy about the many new and regular customers that visit the Landmark. Our customers have been very supportive. We enjoy a feeling of accomplishment from the many people who've commended us on the service we give," Cook said.

The Landmark Cafeteria is convenient, especially for County employees, because by having their meals at the Landmark, they don't waste time or gasoline trying to drive to other local eateries. They get to utilize their full lunchtime period and there is no risk of returning late to the office from lunch.

"Operating a cafeteria is a tough job. It's a demanding business and it takes hard work and common sense to keep the customers satisfied. We treat customers the same as we want to be treated," Cook said.

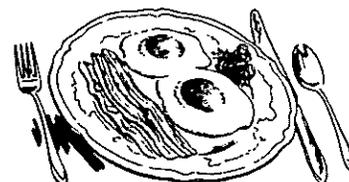
Service at the Landmark starts at 6 a.m. when coffee and sweet rolls are

served. From 7 a.m. until 10:30 a.m. breakfast is served. The "earlybird" breakfast prices are from \$1.35 to whatever a customer's appetite can afford. Sandra Jones, a short order cook, prepares the breakfast and bakes blueberry muffins and other goods. Among the menu items offered are hot cinnamon rolls, eggs made to order, breakfast meats, fresh orange juice, homemade style potatoes, fresh fruit (when in season), grits, oatmeal and other items.

During lunchtime, 11 a.m. to 1:30 p.m., customers will also find reasonable prices for the meals. Persons wanting only homemade soup can get it for just \$.65; an economy hamburger is \$.69; sandwiches \$1.25; beef dip \$2.25 or a fish sandwich \$1.25. Patrons with larger appetites can purchase a New York steak for as little as \$3.95. The entrees are prepared by Chef Roy Cantrello. On Wednesdays, the Landmark provides a special Prime Rib lunch for only \$3.95. On Fridays, fish is served; Red Snapper or fried fish (cod). One of the Landmark's most popular meals customers are responding to is the Barbeque Ribs lunch served on Mondays. For those customers who are in a hurry, pre-made items such as small and large salads are available as well as croissant sandwiches, pita bread sandwiches, fresh french fries, and an assortment of other items.

An added provision consists of a variety of fresh pies, cakes and fruit desserts, name brand soda beverages, Perrier water, cider, apple juice, iced tea and other drinks. From 1:30 p.m. to 3:00 p.m., the Landmark makes available prepared sandwiches. The cafeteria closes at 4:00 p.m.

Mrs. Cook, who does the public relations for the cafeteria, takes pride in making sure the meals look appetizing. "It's important that the appearance of the meals served ~~whets~~ a customer's palate," she said. Customers will often find Mrs. Cook assisting the cafeteria servers, making sure customers are served promptly and pleasantly.



Another new service feature offered by the Landmark consists of taped messages of the menu of the day. Persons can receive this information by calling .974-1695.

The Landmark also offers complete catering service that includes a variety of hot or cold entrees. The service also includes linen, china and flowers. Vincent Quesada is in charge of the catering service. Future plans to provide greater improvements in the Landmark Cafeteria's decor are currently being negotiated, the Cooks said. "We enjoy what we do and we work hard to maintain customer satisfaction," Mrs. Cook said.

# Know your credit rights

Have you ever been denied credit and not really understood why your application for that needed loan was rejected? Most citizens desire to use credit at some time to make needed purchases for consumer goods, homes, travel, vacation, etc.

Citizens who are turned down for credit because of information in their credit file kept by a credit reporting agency, can find out what information in the credit file was used for the report and why the credit was denied.

Federal law protects citizens' rights to receive such information and provides the opportunity for citizens to correct any errors in their credit file.

Under the Fair Credit Reporting Act, citizens have the following rights:

- To be told the name and address of the Credit Reporting Agency responsible for preparing the report used to deny the credit;
- To be told by that Agency the nature, substance and sources of the information (except medical) collected;
- To be given the relevant credit information within 30 days of a person's interview;
- To be told who received a consumer report on the person denied credit during the past six months;
- To have incomplete or incorrect information reinvestigated, and information found to be inaccurate or which cannot be verified removed from the files;
- To put in the file a statement of up to one hundred words giving the side of the argument of the person whose credit was denied, if reinvestigation does not resolve the dispute. The agency must include the person's statement in any future report that it gives out;
- To request the Agency to send the version of the dispute of the person denied credit to certain businesses;
- To have unfavorable information removed from the files after seven years, except a bankruptcy which

may be reported (kept on file) for ten years. A citizen cannot be charged for any of these services if he or she writes his or her local credit bureau within 30 days of an unfavorable credit report.

In addition to being entitled to fair credit reporting, citizens are entitled to equal credit opportunities. Women have reportedly been denied credit on the same terms that have been granted to men. To prevent this from happening, Congress passed the Equal Credit Act. This act prohibits creditors from discriminating on the basis of sex or marital status in any aspect of a credit transaction.

A citizen cannot be denied a separate account because of sex or marital status if that person is a credit worthy applicant. A creditor can ask a credit applicant questions about his or her spouse only when that spouse will be suing or will be liable for the account, or when the credit applicant is relying on his or her spouse's income or property. Alimony, child support, or maintenance payments must be considered as income to the extent that these payments are likely to be consistently made. Income from part-time employment cannot be discounted, as long as the employment is shown to be reliable.

A creditor may not use unfavorable information about an account a credit applicant shared with a spouse or former spouse if the credit applicant can show that the unfavorable history doesn't accurately reflect his or her willingness or ability to repay.

If a person asks for it, a creditor must provide the reasons for any denial of credit.

Persons having a complaint involving discrimination in credit opportunities can contact the Federal Trade Commission, Washington, D.C. Persons desiring additional information on the Equal Credit Opportunity Act should write to the Consumer Information Center, Department 49, Pueblo, Colorado, 81009, for a free pamphlet.

## Fourteen thousand pounds of clothing donated to Homeless

"The Civic Center Prayer Group's clothing drive for the downtown homeless has been an overwhelming success. County employees from throughout Los Angeles County participated," Supervisor Deane Dana said.

The drive was originally scheduled for two weeks beginning April 2 but was continued by the Board of Supervisors for one week because of the huge response. Over fourteen thousand pounds clothing were collected in County buildings in the Civic Center area. At the request of County employees several departments set up collection boxes in outlying areas.

## Early coffee not "just what the doctor, ordered"

Coffee or tea in the morning can make a person feel sleepy during the day. Coffee does give you an immediate lift, but within 90 minutes, you crash. The boost doesn't last.

It was found that people function best if they eat most of their protein for breakfast and lunch because protein stimulates the active phase cycle of alertness. Carbohydrates, the doctor reports, are best taken at dinner because they enhance the sleep pathway.

The best time for coffee or tea is during the traditional British tea time at 3:30 p.m. or 4 p.m., the study shows. At that point, the effect is neutral. The alertness cycle is neither delayed nor advanced.

Early morning coffee also tends to delay the cycle controlling peak alertness. If you are most alert at nine a.m., drinking coffee early will delay the cycle. Coffee or tea taken at night will accelerate alertness, so in either case, coffee seems to work against the body's natural tendency to be alert during waking hours and relaxed during sleep.