



DIGEST

James C. Hankla Named Chief Administrative Officer

On February 14, 1985 the Board of Supervisors appointed James C. Hankla Chief Administrative Officer of the County of Los Angeles. He made the following remarks in the Board Room after he was appointed:

I wish to thank the Board of Supervisors for their confidence in my ability to serve successfully as their Chief Administrative Officer.

It is my intent to pursue excellence in County government and place Los Angeles County in the forefront of innovation and cost effectiveness in service to the taxpayers using every available resource, both public and private.

The problems confronting us are worthy of our size, complexity and position in the state, nation and world. It will be my privilege to work with the Board of Supervisors, the governor, state and national legislative delegations, department heads and staff in devising and implementing solutions of appropriate scale.

To the extent that those solutions are external to our County family and resources, we must effectively present to the governor and our State Legislature the just and reasonable requirements of the

largest urban county in the nation and bring meaning back to our budget process through dependable and predictable sources of revenue while striving to maximize the effect of our current resources by streamlining our operations at every level. In this effort, I am confident of the strong cooperation of our cadre of department heads whom I have come to regard as the finest in the nation. It is my goal that the staff of the Chief Administrative Office will be regarded as their partners in the facilitation of innovative and positive change. To these goals, I dedicate my efforts.

Mr. Hankla was born on September 30, 1939 in Louisville, Kentucky. He is married and resides with his wife and two sons in Long Beach, California. He received a Bachelor of Arts Degree in Political Science from California State University, Long Beach, and a Master's Degree in Public Administration from California State University, Los Angeles.

Mr. Hankla began his career of public service in 1957 with the County of Los Angeles Department of Parks and Recreation while attending college. Upon graduation from California State University, Long Beach, he began a twenty-year career with the City of Long Beach as a Budget Analyst and later as Legislative Analyst for the City of Long Beach. In 1974 he was appointed Executive Assistant to the City Manager and in 1976 Director of Community Development and Executive Director of the Long Beach Redevelopment Agency. In that latter capacity he was responsible for the successful planning and implementation of the City's economic development strategy which served as the blueprint for the commer-



JAMES C. HANKLA

cial and industrial revitalization of Long Beach. Mr. Hankla's work in restructuring the financing program for the downtown redevelopment project in the wake of Proposition 13 earned the City the coveted Winston Crouch Award from the American Society for Public Administration.

Leaving Long Beach in 1980, Mr. Hankla entered the private sector as Executive Director of the Virginia Peninsula Economic Development Corporation involved in industrial and commercial real estate marketing and financing for the municipalities of Hampton, Newport News, James City County, York County and Williamsburg. While in Virginia, Mr. Hankla successfully organized and staffed the Corporation and worked on such projects as the first Mercedes Benz production facility in North America and the \$100 million financing for the Dominion and Massey Coal Terminals.

In January of 1982, Mr. Hankla returned to California as General
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Be specific when wording time

James C. Hankla
Named CAO

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There are places in the world where people get up without clocks. They waken when it seems light, and go about their tasks as they choose, if they choose.

Our world is different. Because of the many people and things to be done in our world, we do have clocks that tell us what the precise time is.

Most clocks are pretty accurate. Where people begin to have trouble is with words about time. In their book "Time Management Made Easy," authors Pete Turia and Kathleen Hawkins say even the phrase "on time" means different things. Some people think it means arriving a few minutes early so they have time to settle in before the actual time arrives. Some people think that it's all right to arrive somewhere with a certain "grace period" of 15 minutes or so.

Being fashionably late to a social gathering may be all right, but there's nothing fashionable about being late for a business appointment or meeting.

Not only do individual words have nonspecific meanings, but there are whole phrases that mean very little and cause a lot of wasted waiting time. A

statement such as "I'll see you in a few minutes," could mean five minutes or half an hour. What do you do, just wait?

Or how about "Call me early tomorrow." If you said instead that you would like to know the information before ten in the morning, you wouldn't have to be on guard and waiting until lunch time. And the other person might even think early afternoon is still early.

Letters create problems too. Consider the havoc of the commonly used phrases "at your earliest convenience," and "contact me as soon as possible." What's the matter with asking to be advised by Monday at the latest?

If you're the one who seems to be late for things, remember that people view you as being more reliable if you keep your word about the time of a meeting.

Calculate the realistic time it will take you to get where you have to go or to do what has to be done first.

If you're still late, make being early your goal.

And, of course, if being late is unavoidable, let those who are waiting know when you really can get there.

On the other end of the situation, to get people to come on time, remember to be specific about the time you expect them. Synchronizing your watches helps to let them know you are serious.

Set a good example to others with your own punctuality, and they will value your time more highly.

Setting an appointment at an unusual time also lets people know you are serious about the time you want them to show up. Try making an appointment with someone at 10:05 instead of 10:00 a.m. They may just make an extra effort to be there at the exact minute you specified.

Manager for Campeau Corporation's Northern California Housing Division. Headquartered in San Francisco, he managed four real estate projects and handled public agency negotiations for the firm.

On June 28, 1982, Mr. Hankla was appointed by the Los Angeles County Board of Supervisors as the first Executive Director of the Community Development Commission, an organization combining the County's Redevelopment Agency, Housing Authority, Community Development Block Grant Management, Housing Development and Economic Development activities. In that role, Mr. Hankla completely organized the Agency from the ground up, reduced combined overhead costs by \$2.5 million annually, devised and implemented new fiscal and personnel systems, reversed a \$300,000 cash deficit position in the Housing Authority to a positive reserve of approximately \$1.5 million, issued over \$330 million in tax-exempt mortgage revenue bonds to provide financing for approximately 5,000 new housing units and completed construction of 500 units of new public housing.

Mr. Hankla is immediate past president of the National Council for Urban Economic Development, headquartered in Washington, D.C. He has been a guest lecturer at many colleges and universities including Harvard, University of Southern California, California State University, Long Beach, and University of California, Davis.

Blue Cross Customer Service Telephone Access

In order to provide better service, Blue Cross has announced a new Customer Service telephone number for County of Los Angeles members. For questions regarding Blue Cross Medical and Blue Cross Dental claims, membership or benefits, call (818) 703-2760.

County of Los Angeles

DIGEST

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What to do if there is an accident

After Impact!

Multiple car crashes are not unusual on roads with heavy traffic. In the first second or two after impact, your first concern is to regain control, stay calm, and prevent a second accident.

The Safe Stop

The accident scene is a dangerous place. Pull well away from the other car if you can still drive your own, and well off the road. Leave enough room for emergency vehicles. Try to come to a stop on the right side of the road so you won't have to cross traffic to get help or help others. Turn on your emergency flashers, and be sure to close the door of your car.

If you are not involved in the accident, but are first on the scene, check to see that the ignitions of the wrecked vehicles are turned off to minimize the chance of fire or explosion.

Analyze the Situation

While waiting for help, survey the scene to determine what you will do next. Gather information that will be of help to emergency officials. How many vehicles are involved? How many people are injured? Are the injuries life-threatening? Are there downed power lines or gasoline spills that might endanger rescuers?

Getting Help

Try to state your exact location. By giving the police a landmark or a highway mileage marker, you can help them save valuable time. If you are alone, flag down a passing motorist. If not send a passenger to the nearest phone. Drivers with CB's can be especially helpful in contacting police. Make sure that whoever calls has the information you gathered in your survey of the scene.

Safety at the Scene

Your first responsibility is to care for accident victims. If you are qualified, give first aid. Flag down someone else to direct traffic and set up warning flares or

Adoption Day in Superior Court



Twenty-two families received their children's final adoption papers at the 22nd Annual Adoption Day in Court held by the Los Angeles County Department of Adoptions in Superior Court, with Judge Madeline Flier presiding. The 18 couples and four single parents who completed their adoptions are representative of the varied backgrounds of the 400 or more families who finalize adoptions each year of children who are considered "difficult-to-place" because of their age, ethnic background, medical or emotional problems, or because they are brothers and/or sisters who should be placed together. Among those who participated was the Johnson family of Los Angeles. Pictured above are Ms. Joyce R. Johnson and her newly adopted daughter Nyesha. Ms. Johnson is an Eligibility Supervisor with the Department of Public Social Services.

reflectors if you have them.

Protect yourself from inattentive or careless drivers. Don't stand in the road if you can't be seen around a curve or over a hill.

If you direct traffic, use exaggerated hand signals to make sure drivers know where they are being directed. Don't worry about getting the traffic moving quickly, just help it move safely around the accident.

Help Rescuers

If you are giving first aid or directing traffic, continue to do so until police or paramedics ask you to stop. Offer your help, but don't get in the way.

**When
Red Cross
calls for
your type,
Donate
Blood.**



**American
Red Cross.**

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For better health in the middle years

The adult in middle age is a survivor. Making it through catastrophes, accidents, and diseases of both childhood and young adulthood.

But middle agers realize they aren't indestructible, and this should make them more health conscious. The problems that middle agers should watch for include hypertension, obesity, cardiovascular and coronary artery disease, psychological stresses, and cancer.

Watch Blood Pressure

Hypertension (high blood pressure), is still considered the "silent killer." It can lead to strokes and heart disease during the middle years in men and women who apparently feel "healthy."

"There is a progressive increase in hypertension in the 35-and-up age group," says Gilberto Neri, M.D., Professor of Preventive Medicine. "In a Black individual, it increases markedly."

It's important to have regular blood pressure checks, especially if your family has a history of hypertension. Obesity and oral contraceptives can contribute to an elevated blood pressure.

One of the biggest mistakes people make is to stop taking their medication, Dr. Neri says. Since hypertension has no outward symptoms, they often feel well until they start medication, then suffer side effects. But there is a variety of medication on the market, and if one is not ideal, ask your doctor to try something else.

Eat Lighter

People wonder at this age why they have an increased weight gain, or get a "middle-age spread." Their bodies have changed. The resting metabolic rate is lower, and they need less food. They need to change their lifestyle and adjust to the new metabolism. They should eat more fruits and vegetables and substitute more fish and fowl for red meat. In general, intake of calories, salt, sugars, fats and alcohol should

be reduced.

Keeping physically fit is important in the middle years. But don't rush into a heavy exercise program if you've led a sedentary life. Begin by walking—one of the best and easiest exercises around. Park the car a little farther from your destination, or get off the bus one stop before where you normally get off. Then walk the rest of the way.

Prepare for Stress

Keeping active physically and mentally, and cultivating a positive attitude are important if you are to cope successfully with those stress situations most likely to affect you in the middle years.

Loss of a partner through death or divorce, children leaving home, or job difficulties can cause emotional strains especially at this time of life. And many find themselves with the new responsibility for aging parents.

Keep in mind that these situations are fairly common in life experiences.

Cancer

Early detection in the middle years has resulted in a high success rate for treatment of cancer.

Screening for colon cancer, for example, is a simple procedure, and great strides have been made as well in the detection and treatment of cancers affecting women.

"This is due to the tremendous acceptance of the Pap smear," says Edgardo Yordan, M.D., Professor of Obstetrics and Gynecology, "which has brought about a decrease in the incidence of invasive cancer. It is a very effective tool." Usually this test accompanies a checkup which aids in the detection of other cancers.

Regular checkups and self-exams are a must for both men and women.

The middle years can be a time of enriching experiences. It is vital that we maintain the good health needed to enjoy this period of our lives.



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