



# DIGEST

NOVEMBER 19, 1985

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## Second Volunteer Programs Fall Conference Held

County employee Harold Sterker, a Sr. Health Educator for the Department of Health Services Public Health Programs, was honored as the 1985 Outstanding County Volunteer Team Staff Member at the County's Second Annual Volunteer Programs Fall Conference and Recognition Awards Program held on October 28, 1985. Sterker's active, positive leadership role has contributed significantly to the success of public health volunteer programs and to the forming of model volunteer program work teams.

Some of Mr. Sterker's accomplishments included developing successful in-service training programs for key staff members in the East Area public health centers and subcenters; forming a new volunteer work team including clinic staff for a waiting room project at the Northeast Health Center; recruiting neighborhood school volunteers for the development of hand-made ornaments for a Holiday Project; supporting a nursing staff project at the La Puente Health Center; developing a Senior Citizen Immunization Outreach Campaign which resulted in 98% goal attainment in the East Area. The campaign was adapted to meet a new mandate requiring that all first-time registrants in California schools show verification of tuberculosis screening.

In the Monrovia Health District, with volunteer, Mary Kennedy, Sterker developed a pre-natal patient education program that included bilingual volunteers.

The conference and awards program was sponsored by the Board of Supervisors to promote professional development and to recognize the noteworthy achievements of the County's volunteer program staff. The conference theme



Chief Administrative Officer James C. Hankla presents scroll to Harold Sterker, Outstanding Volunteer Team Staff Member.

was "Volunteer Programs: A Winning Team Approach."

Ms. Christine R. Rufolo, Volunteer Programs Director, Public Health Programs, Health Services Department, served as the emcee for the conference morning program, which included a special presentation by Chuck Rossie, Senior Vice President of the Foundation for American Communications. Speaking on "Media: It Works For You," Mr. Rossie's presentation focused on planning and implementing a strategy for working effectively with the media.

Later in the morning, Sheriff Sherman Block and Director of Animal Care and Control Brian Berger led panel discussions on their departmental volunteer work teams, emphasizing collaborative management and support efforts. Sheriff Block described the development and growth of the Civilian Volun-

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## Employee of the Month

Edna M. Cluse, Community Liaison Worker, with the Department of Public Social Services, was proclaimed October 1985, County Employee of the Month. Recently honored in Board room ceremonies, Edna was presented a scroll of recognition by the Chairman of the Board of Supervisors, Edmund D. Edelman.

Ms. Cluse has been a County employee for over twenty-eight years. Edna began work as a Social Worker and in mid-1969, as a Social Worker III, assumed responsibility for resolution of complaints and inquiries from the community. In 1972, she became one of the first Community Liaison Workers with DPSS.

Ms. Cluse has responsibility for liaison activity in five district offices and coordination responsibility for the monthly District Community Meeting of a sixth district office. The coordination responsibility of a District Community Meeting includes: working closely with

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Edna M. Cluse  
Employee of the Month

## Volunteer Conference

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teer Program in his department. Participating on Block's panel were Captain James M. Callas; Volunteer Director, Cappy Gagnon; and Volunteer Leader, Beth Arterberry.

In addition to Brian Berger, Director, the Animal Care and Control panel consisted of Baldwin Park Animal Shelter Supervisor Jamie Meraz; former Sr. Animal Control Officer, Judy Orosco; Volunteer Coordinator, Karen Caesar, and Volunteer Bea Hardisty.

Genuine concern for and the proper care of animals were the highlights of this team's volunteer involvement.

Ms. Patty Ecker, KCBS-TV news reporter and producer of "Wednesday's Child," served as the luncheon emcee. Ms. Ecker shared some of her volunteer and professional experiences in the continued production of the weekly series "Wednesday's Child" to help "difficult-to-place" children in need of adoption.

Mrs. Vilma Palette, Manager, Volunteer Services, 1984 Olympic Games, who gave a speech "On the Olympic Experience" stated that last year's Olympics were "the first modern Olympics to utilize volunteers. Nearly two million hours save the Los Angeles Olympic Organizing Committee millions of dollars and demonstrated that monumental accomplishments can be realized through concerted voluntary action."

Chief Administrative Officer James C. Hankla delivered the welcome speech and presented the award scrolls honoring the volunteer team staff and recognized the positive role of each successful program work team member. He cited that a total of 2,970,570 volunteer hours in 1984-85 represented an increase of 148,800 hours or 5.3% over 1983-84. He congratulated the County volunteer program staff and pointed out that the conference theme provides the key for the continued growth and vitality of volunteer programs.

Award scrolls were presented by CAO James Hankla to the following twenty Departmental Outstanding Volunteer Team Staff members. Julie Wheeler and Carol Gutierrez described the activity for which the recipient was honored.

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## Employee of the Month

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individual District Directors to develop an agenda, acquisition of guest speakers, ensuring good attendance, assuring community interests and concerns are placed on the agenda, as well as follow-up on commitments made during the meeting. Ms. Cluse does an excellent job in all of these areas as is evidenced by the good attendance and participation in these meetings by community representatives.

In addition to her involvement in case problem situations, and coordination of District Community Meetings, Ms. Cluse also plays an active part in community education. Frequently, she is requested to assist in the development and/or coordination of community workshops,

seminars and training sessions that address DPSS administered programs. In 1984, Ms. Cluse was selected as Acting Head of the Black/American Indian Community Relations Section, during the establishment of the Department of Children's Services.

Documentation supporting her nomination and selection describes Ms. Cluse as an exemplary employee who is energetic, productive, and provides outstanding liaison service throughout the community. She has demonstrated a clear commitment to the public service goals of the Department by her persistent and successful efforts to form positive and productive relationships with individual community advocates, as well as with agencies and other organization leaders.

Ms. Cluse has been commended for her work in a Neighborhood Adult Participation Project sponsored Florence area health education project, for a district community relations project, and for a Teen Post Workshop presentation. She regularly provides support consultation and assists with the activities of ANC Mothers Anonymous, the pioneer Los Angeles welfare rights organization.

Since 1982, Ms. Cluse has been an active volunteer with the Library system of the City of Los Angeles. She received an award of merit from the Library in September of 1984. The focus of her service is the John Muir Branch Library on South Vermont Avenue, where she is treasurer of the support group which provides funds to purchase children's books for the branch.

As a County employee and volunteer, a commitment to service has earned for Ms. Cluse, not only recognition as the Employee of the Month but praise and accolades from her co-workers.

The County of Los Angeles is proud to congratulate Edna Cluse on an outstanding County career.

County of Los Angeles

### DIGEST

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## HAPPY THANKSGIVING



# Treasurer and Tax Collector

The spirit of the Treasurer and Tax Collector is captured by its motto "**Argentum res nostra est; res noval prudens ratio est**" which means, "Money is our business; prudent innovation is our style."

Speedy and efficient collection of money, safe and secure custody of money, and good yield on investments are the rightful concerns and responsibilities of the Treasurer and Tax Collector. These activities allow the County to pay for operational expenses and to provide services to County residents.

Although not usually visible to County employees, the diverse roles of the Treasurer and Tax Collector have past, present and future impact on the financial well being of County employees. Briefly, these roles are:

**Treasurer** - Provides for the collection, custody, investment, and disbursement of all County general, trust, school, and special district funds. Administers the Banking, Investments, Street Bond and Bond Registration Programs.

**Tax Collector** - Bills and collects current and delinquent property tax bills. Enforces collection of delinquent taxes by the sale of real property at public auction, seizure of property, court action or recordation of liens on personal property.

**License Collector** - Administers the County Business, Public Health and Transient Occupancy Tax Ordinances. Processes applications, bills and collects for licenses.

**Other Collections** - Performs collection activities for other County departments such as:

- billing and collection of Department of Health Services hospital inpatient accounts;
- collection and distribution of child support payments for the Court Trustee, working closely with the District Attorney and DPSS;
- recovery of Defense Counsel costs; and
- recovery of placement costs for juveniles in Probation facilities.

**Retirement** - Provides investment, fiscal and support services to the County Employees Retirement Association and

serves as a member of both the Board of Retirement and Board of Investments.

Each of these roles requires careful management and an aggressive approach to accomplish the mission of strengthening operations for the collection of taxes and fees while maximizing the safety and interest-earnings-power of these monies.

It is, therefore, necessary and appropriate for the Treasurer and Tax Collector to operate as a business, serve as the County's banking services advisor, serve as the financial advisor for departments and public agencies, and serve as a collection agency.

By applying some successful techniques used in the private sector, the department has been able to increase productivity, expand contracting out of services and improve employee morale

and job performance. As an example, cost containment and increased effectiveness were achieved by upgrading check-processing equipment. This change not only doubled the speed of processing checks received for the payment of taxes, it also increased the interest-earning-power by getting the funds deposited earlier and reduced labor costs in the process.

Considerable time and expense were saved by enhanced data processing equipment and mailroom facilities recently which permitted mailing of all 1985-86 secured property tax bills on one date - October 15.

As the County's banking advisor, the Treasurer and Tax Collector, in conjunction with the CAO and the Auditor-Controller, guides the County in its cash management.

The Treasurer and Tax Collector acts as a financial consultant to departments and some public agencies for  
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## Possible Federal Income Tax Savings — Pay Full Property Taxes Before January 1, 1986

Federal Income Tax Reform plans now in Congress propose to reduce or eliminate your ability to take State and local taxes (including property taxes) as a deduction against your Federal Income Tax. The plans also propose reduced Federal Income Tax rates, thereby reducing the "value" of any remaining deductions. These plans call for a January 1, 1986 effective date. Therefore, if you itemize deductions on your Federal return, you may wish to pay your second installment before January 1, 1986 to benefit from the maximum Federal Income Tax deduction. If you choose to pay your total property tax bill, please be sure to enclose both stubs with your total payment on or before December 10, 1985.

Examples of Potential Income Tax Savings for a Family of four filing a joint income tax return.

	\$25,000	\$30,000	\$35,000	\$40,000
* Income	\$25,000	\$30,000	\$35,000	\$40,000
* Itemized Deductions	4,000	5,000	6,000	7,000
* 2nd Installment Property Tax	300	400	500	600
* Federal & State Income Tax Savings from early property tax payment	\$ 73	\$ 106	\$ 150	\$ 204

\* These are estimates only. Consult your tax advisor for actual tax savings.

## Retirement Information

Contact the Los Angeles County Employees Retirement Association if you have questions regarding: Beneficiary(ies), Buy Back of Public Service Time, Benefits, or Deferred Retirement. Call (213) 974-2575 or visit our office at 440 Hall of Administration, 500 W. Temple, Los Angeles.

## Volunteer Conference

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### DEPARTMENT

Animal Care & Control  
 Auditor-Controller  
 Children's Services  
 Community & Senior  
   Citizens Services  
 Consumer Affairs  
 Forester & Fire Warden  
 Health Services  
   LAC-USC/Medical Center  
     General Hospital  
     Pediatric Pavilion  
     Women's Hospital  
 Martin Luther King, Jr./  
 Drew Medical Center  
 LAC/Olive View  
   Medical Center  
 Public Health Programs  
 Rancho Los Amigos  
   Medical Center  
 Mental Health  
 Parks & Recreation  
 Probation  
 Public Administrator-  
   Public Guardian  
 Public Library  
 Public Works  
 Sheriff

### OUTSTANDING VOLUNTEER TEAM STAFF MEMBER

Judy Orosco  
 Sherry Saul  
 Gerard LaJoie  
 Johnnie R. Young  
  
 Diana Martinez  
 L. Michael Saenz  
  
 Emma Farmer, R.N.  
 Irma R. Restori  
 Chieko Iida  
 Maureen Pinson-Wright, R.N.  
  
 Aurora C. Bertulfo, R.N.  
  
 Harold Sterker  
 Marjorie Terry  
  
 Josephine Ramirez  
 Jack Stewart  
 Michael Kaye  
 Bettye Thompson  
  
 Nina David  
 Donald S. Carpenter  
 Melvin Cavanaugh

The Selection Committee members were these leaders in city wide volunteer activities: Gloria Saulney Curtis, Dorothy Kempis, and Maynard Toll.

Ms. Ecker and Mrs. Pallette were presented with scrolls by Mr. Hankla for many years of service as humanitarians.



Jack Stewart, Department of Parks & Recreation Outstanding Volunteer Team Staff Member near display area.

## Treasurer and Tax

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which taxes and assessments are collected.

The Board of Investments has investment responsibility for the retirement system's \$5 billion assets. The Treasurer assists the Board in identifying prudent investments which enhance financial security and growth for the approximately 100,000 members of the system.

The Treasurer and Tax Collector has also been the central collection agency for the County since the former Department of Collections was consolidated into the Treasurer and Tax Collector on January 26, 1984. In 1984-85 more than 2.2 million property owners paid \$2.6 billion in property taxes for all local governments. The County's share of these taxes was \$1.2 billion.

Many citizens believe that the County receives and retains discretion over all of the property tax dollars it collects. This is not true. The Treasurer and Tax Collector only collects for all taxing jurisdictions. Then the Auditor-Controller apportions funds to cities, school districts, special districts and the County in accordance with State law.

Efficiently and effectively handling the public's money with integrity, the Treasurer and Tax Collector's profile of activities gives credence to their motto. "Money is our business; prudent innovation is our style."

### County Museum of Art

Henri Matisse, Pablo Picasso, Paul Cezanne, and Vincent van Gogh are among the major artists of the modern movement whose works are included in the **Masterpieces From The Cone Collection**. Premiere exhibit October 6 through November 24, 1985.

**Collection For A King: Old Master Paintings From The Dulwich Picture Gallery** brings to the United States for the first time masterworks from Britain's oldest public museum. Included in the collection are Rembrandt, Poussin, and Gainsborough. October 6, 1985 through January 5, 1986.

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