



DIGEST

January 21, 1986

Volume 21 Number 2

Park Patrolman Cited for Heroism



Board of Supervisors' Chairman Peter F. Schabarum commends Park Patrol Officer Gary Hickman

For heroic action in saving the life of a 12-year old boy, Park Patrol Officer Gary Hickman was honored with a scroll of commendation by Board of Supervisors' Chairman Peter F. Schabarum.

Hickman was on duty at the Santa Fe Dam Regional Park in Irwindale when a call came that a park patron was suffering convulsions. Responding quickly, Officer Hickman arrived at the site of the incident and observed another patron giving mouth-to-mouth resuscitation to victim Robert Beecroft, age 12. Officer Hickman checked for vital signs with negative results and initiated an immediate dispatcher paramedic call. He then began mouth-to-mouth resuscitation and chest compressions (C.P.R.) until the victim began breathing on his own.

(Continued on page 2)

Employees Enhance Productivity

Many examples of outstanding County employee productivity are becoming more visible as cost containment awareness spreads throughout the County. Literally millions of dollars are being saved through these employee efforts.

In a recent **Business Forum** article, County Productivity Advisory Committee member Dr. William Waddell, Professor of Management, California State University, Los Angeles, refuted the criticisms that government employees are unproductive by presenting findings that County employees are not only productive but are interested in saving taxpayers' dollars.

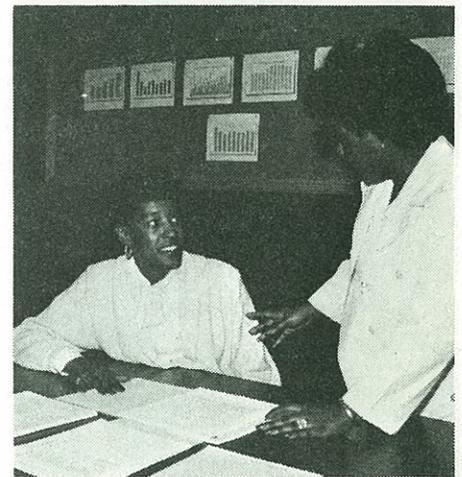
As a central focal point of this increased emphasis on improving productivity, the County has put a formal productivity improvement program into place. To enhance this effort, the County created the 17-member Productivity Advisory Committee, composed of private citizens. Among other achievements, the Committee developed a five-year plan for Countywide productivity improvement and assisted departmental efforts in developing productivity improvement plans through productivity managers.

Among the many successful programs that resulted are the following examples of unusual employee commitment to increased productivity:

- **Frank Ditto**, a Department of Public Social Services employee, was credited with saving the County approximately \$600,000 per year through his efforts in developing a system called WISDOM (Work Flow Information System for District Operational Management). The system when installed in all proposed locations will save the County approximately \$3 million annually.

This computerized system identifies actions to be taken on welfare cases, flags omissions, distributes caseloads evenly among social workers (using measurement standards to account for differences in complexity), and summarizes end-of-the-month data for management review.

According to Dr. Waddell, Frank purchased a personal computer to develop new skills for career advancement. With these new skills Frank was then able to meet the challenge of a special assignment, working on the WISDOM Project. The rest is history!



Essie Milligan, Administrative Assistant (left) confers with La Verne Vaughn, on various productivity improvement matters.

- **Essie Milligan** works at Martin Luther King Hospital and helped initiate a scheduling system which reduced the need for temporary nurses from a nurse registry and results in an annual savings of approximately \$1 million.

(Continued on page 2)

Civic Center Evening Classes

East Los Angeles College Civic Center classes began January 8, 1986. However, registration will continue through January 24, 1986 and additional enrollees are encouraged to register immediately. Registration is held directly in the classroom where enrollment packets are available.

The required fees are \$5 per unit for students enrolling in classes totaling fewer than six semester units and \$50 per semester for students enrolling in classes totaling six or more semester units. Schedules of classes are available at:

CAO/Human Resources
Room 555, Hall of Administration
222 North Grand Avenue
Los Angeles, California 90012
Telephone: 974-2511 - 974-2590

— or —

East Los Angeles College
Academic Affairs Office (213)
265-8723 Outreach Program

County of Los Angeles

DIGEST

MEMBERS OF THE BOARD

PETER F. SCHABARUM
Chairman
First District

KENNETH HAHN
Second District

EDMUND D. EDELMAN
Third District

DEANE DANA
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

JAMES C. HANKLA
Chief Administrative Officer

EDITORIAL OFFICE
Evelyn Gutierrez
Hilda Nigro

Room 783, Hall of Administration
500 West Temple Street
Los Angeles, CA 90012
Telephone: 974-1784

Officer Hickman

(Continued from page 1)

Shortly thereafter, paramedics arrived and transported the victim to Queen of the Valley Hospital in West Covina. The Emergency Physician there stated that Officer Hickman's quick thinking and cardio-pulmonary resuscitation skills were instrumental in saving Robert's life.

In addition to the recognition from the Board of Supervisors, Hickman is also a nominee for the Department of Parks and Recreation's 1985 Valor Award.

Productivity

(Continued from page 1)

Believing that expenditures for registry nurses were excessive, hospital administrators assigned Essie to a special project targeting a 25 to 30 percent cost reduction.

Among the many changes that resulted from Essie's project recommendations were scheduling revisions and careful planning of vacation days to ensure critical coverage. Some nurses were cross-trained to add flexibility in making assignments. Hospital census data was carefully monitored to make adjustments in staffing levels and a new reporting system was initiated to track actual versus planned staffing.

As a result a 60 percent reduction in registry nurse expenditures was achieved, more than double the anticipated savings!

- **Hugh Romstedt** is a plumbing supervisor in Parks and Recreation and is credited with saving the department approximately \$10,000 annually.

Hugh's project began when the department experienced a serious, consistent, and costly problem of vandalism involving destruction of drinking fountains in parks and golf courses. With a normal replacement cost of \$570 per drinking fountain, this represented a significant cost to the department.

Hugh, with the assistance of his welder, soon developed and installed easily repairable inexpensive fountains at a unit cost of \$169. This provided an economical solution to a persistent problem for the Department.

These are only three examples of employee creativity and a commitment to productivity improvement. There are many, many other County employees who make substantial contributions to increased efficiency and the reduction of County costs.

Board of Supervisors support of productivity improvement projects is clearly demonstrated through the Productivity Investment Fund, which was established to provide "seed" money for County departments to begin productivity improvement projects with cost-saving potential. This \$500,000 revolving loan fund, currently, has funded some \$200,000 in projects which are expected to yield a three-year savings of \$2 million. A Productivity Internship Program has also been implemented which provides for graduate students in public administration or industrial engineering to be assigned to assist in departmental productivity efforts. As a result, significant cost savings are being achieved in County operating budgets.

The Productivity Improvement Program is changing the image of County employees and creating a better understanding of what we can all contribute to the improvement of services to the public.

With continued employee involvement, which is fundamental to the success of all departmental productivity improvement plans, we can look forward to another successful year and to new creative projects like those developed by Frank, Essie and Hugh.

MARTIN LUTHER KING, JR.

HOLIDAY

JANUARY 20, 1986

**FIRST OBSERVANCE OF
NATIONAL HOLIDAY**

Color Me Healthy

As part of their joint effort in a Child Health and Disability Prevention (CHDP) program, the Departments of Health Services (DHS) and Public Social Services (DPSS) held a contest recently in Public Health Clinics and five District Offices. The contest was in the form of a coloring-book competition.

The two departments have, for some time, jointly provided an outreach project encouraging low-income families to participate in a federal program of free health examinations for children. A CHDP booklet, "Color Me Healthy", is frequently used in clinics and district offices as a teaching tool for children. The booklet stresses the importance of regular medical examinations for maintaining good health and was designed by Wilbert Morgan of Media Services, DPSS.

Every child brought to the participating offices during December was invited to enter the contest. A drawing was then held for prizes. The prizes, which included a personal computer, television set, bicycles, watches, pocket calculators and miscellaneous toys and games, were obtained by the DPSS Volunteer Services Section and DHS Baby Tracking. Bicycles were refurbished by public assistance recipients at the Los Angeles County Employment Training Center and by various volunteers from the community.



Eddy Tanaka, Director of the Department of Public Social Services, presenting Nadine Pacillas, one of the winners, with a bicycle.

Employee of the Month



Mitsue Wakabayashi with Board of Supervisors' Chairman Pro tem Michael D. Antonovich

The December, 1985, Employee of the Month is Mitsue "Miko" Wakabayashi, Supervising Medical Stenographer, with the Department of Health Services' Public Health Programs. Longevity in one program and admirable interpersonal skills were cited by Supervisor Michael Antonovich, Board Chairman Pro Tem, when he presented a scroll to the honoree.

Miko began her 39-year career in local government in 1947 as a Typist-Clerk in the City of Los Angeles, Department of Health Services. After the merger of the City and County Departments of Health Services, she was assigned to the Venereal Disease Control Program, where she has remained, progressing to her current position as Supervising Medical Stenographer of the Section.

The program in which Miko works is jointly funded by Los Angeles County, the California Department of Health, and the Center for Disease Control. There are many complexities in the program operation due to the involvement of the three governmental agencies. However, day in and day out there is a constant — Miko. Her positive attitude toward her work and the work of the program staff is an encouragement to

others. Her gracious and diplomatic manner of handling callers reflects positively and enhances the image of the office, the staff, and the County.

In her supervisory capacity, Miko has consistently performed in a superior manner. Over the years she has demonstrated her ability to "get the job done", even in situations that were extremely demanding. She has received several outstanding performance evaluations and commendations for her ability to work with others. Within her section she is deeply admired for her skills in motivating subordinates to a high level of productivity and for her ability to create a pleasant environment in which to work. In November, 1985, she was selected and honored as the Public Health Programs' "Employee of the Year" for her outstanding service to the Department of Health Services.

Over the years, Miko has been very active in community and public affairs.

Also, in 1979-80, Miko received a special award for assisting in the annual Lotus Festival held in the Echo Park area. She enjoys Japanese folk dancing and will receive her credentials to teach Japanese folk dance this year.

Year Of The Tiger

The Chinese community will celebrate their ancient tradition, the Chinese New Year, on February 9, 1986, the Year of the Tiger, 4684. According to legend all animals of the world were summoned by Buddha to appear before him on New Year's Day. However, only twelve animals came, appearing in the following order: the rat, ox, tiger, hare, dragon, snake, horse, ram, monkey, rooster, dog, and boar. To reward these twelve, Buddha promised each animal a year to call its own, whereby the personal character traits of each would be identified with each particular year. According to Chinese belief, anyone born in a given year will have the special characteristics of the identified animal.

The Chinese New Year is a very important and festive holiday. Special

(Continued on page 4)

Star Search '85

As a finale to their Fall 1985 Charitable Giving Campaign, the Department of Public Social Services (DPSS) recently staged its first department-wide talent show. The gala event was held at the Montebello High School Auditorium before an enthusiastic audience of close to 1,000. Billed as "DPSS Star Search '85," the show was both a theatrical and a financial success, raising over \$4,000 to be divided equally between the Brotherhood Crusade and United Way.

The show was loosely patterned after the television "Star Search" program. Richard Canton, Chief Deputy, proved a popular and talented Master of Ceremonies, introducing the various competitors in each Talent Category.

The winners were selected by a panel of 15 judges comprised of representatives from each of the Department's bureaus and four guest judges who were Robert Chaffee, Director of the Department of Children's Services, Billy "The Kid" Young, a disc jockey with radio station KACE in Pasadena, Herman Celestine from the Brotherhood Crusade and William Branch representing United Way.



The "Belvedere Breakers," Specialty Act winners in "DPSS Star Search '85": (left to right) Irene Ybarra, Angela O'Neil, Marsha Vasquez and Myrtle Anderson.

First place "Eddy" trophies were presenting to the following winners by Director, Eddy Tanaka.

- The Belvedere Breakers (Specialty Act)
- Deborah Cooperwood (Female Vocalist, Pop, Soul & Blues)
- Oscar Izquierdo (Male Vocalist, Semi-Classical)
- Norvin Armstrong (Solo Instrumentalist)
- Ruth Aparicio (Female Vocalist, Semi-Classical)
- Brenda Irving (Solo Lip-Sync)
- Tony Harris (Male Vocalist, Pop, Soul, & Blues)
- Margie Fuller and "The Class Act" (Vocal Group)

- Carlos Vazquez (Male Vocalist, Folk Song)

All in all "Star Search '85" was an exciting and successful climax to the Fall 1985 Charitable Giving Campaign.



Deborah Cooperwood, winner of the "Grand Eddy".

Calendar of Events

- The Asian-American Association of Facilities Management Department is holding their installation dinner on Saturday, February 8, 1986, at the SAMBI of Tokyo Restaurant, 8649 East Firestone, Downey, beginning at 6:00 p.m. Ralph Hamada will be installed as president succeeding Howard Takata.
- Dorothy Chandler Pavilion of the Music Center "Let's Have A Carnival" — February 1, 1986, 10:15 - 11:15 a.m. Symphonies for Youth Series is best enjoyed by children. Saint-Saen's "Carnival of the Animals" is the main work in a concert that shows how and why a program of music is put together. As a special surprise, from 9:15 a.m. onward, the Pavilion lobby will be transformed into sound chambers, box cities, petting zoos, or rodeos. Other scheduled performances will be held on March 1 and March 15, 1986. For ticket and parking information, please phone (213) 972-7211 or 972-0703.

Year of the Tiger

(Continued from page 3)

preparations must be made to welcome the New Year. For instance, all debts must be paid, the house must be swept clean, fire crackers are lit to chase away the evil spirits, and new clothes are purchased. Everyone starts the new year with a smile and good wishes for their family, friends and business relations. It is a time for goodwill for all.

**"GUNG HAY FOT CHOY!"
HAPPY NEW YEAR TO ALL
ESPECIALLY THOSE BORN IN THE
YEAR OF THE TIGER!**

We thank Florence Wong, Asian Pacific Resource Center, Montebello Regional Library for providing this interesting information.