



DIGEST

OCTOBER 31, 1988

COUNTY OF LOS ANGELES

Isabel Lorente: A Natural Diplomat Is Honored

Isabel Lorente, a Patient Financial Services Worker at Olive View Medical Center (OVMC), has been named the September 1988 County of Los Angeles Employee of the Month. Supervisor Deane Dana, Chairman of the County Board of Supervisors, presented a scroll of commendation to Isabel at the meeting of the Board on September 27.

Employee Of The Month

Isabel began her County career in 1970 as an Eligibility Worker for the Department of Public Social Services, transferred to LAC/USC Medical Center as an Eligibility Worker II and was later promoted to a Patient Financial Services Worker. Isabel then transferred to OVMC in 1978 where her duties included interviewing patients or relatives to determine financial resources. Demonstrating her ability to perform a variety of assignments effectively, her enthusiasm and conscientious nature has resulted in a harmonious relationship with her patients and her agency contacts. Her fine coordinative efforts have enhanced



Supervisor Deane Dana and Isabel Lorente

the County's working relationship with the Social Security Administration, the Veterans Administration, and the State Disability Office.

During the year, Isabel has traveled over 12,500 miles, making 936 field calls, including delivering Medi-Cal applications to patients who are unable to travel. A conservative tally of revenue generated by her activity is approximately \$908,011. This does not include the thousands of dollars generated by her field

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Consumer Affairs Professionals Honor County Director

Shirley Goldinger, Director of the County Department of Consumer Affairs, was selected as the recipient of this year's award for achievement in consumer education by the Society of Consumer Affairs Professionals in Business (SOCAP).

The award was presented by California
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(L. to R.) Henry Alfaro, KABC-TV Consumer Reporter; Shirley Goldinger, Director, County Department of Consumer Affairs; Linda Smith-Gaston, Vice President, LA Chapter SOCAP.

County Employee Commutes To Work By Helicopter!

A select group of commuters from around Southern California were recently escorted

from limousines into helicopters for a glamorous version of ridesharing to work. Among

them was our very own Susan Daugherty, Community Liaison Coordinator for the County Health Services Department!

The California Children's Services employee was not only *in* the air on Thursday, October 6, which the State and County declared Carpool Day, but she was *on* the air! KIIS-FM deejay Rick Dees and traffic reporter/helicopter pilot Commander Chuck Street promoted the magic carpet ride. Susan was interviewed by KIIS-FM reporters and was the subject of a two day interview by USA Today, both the newspaper and the television show.

Ms. Daugherty won the helicopter and limousine service by writing to Rick Dees and stating the reasons why she deserved such a luxurious commute. After all, she drives through three counties, averages two and a half hours each way, and would "like to get home to watch the news once in a while," she stated. Susan favors ridesharing among County employees, but now prefers helicopters as an alternate means of commuting.



Commuter gets a different perspective - Susan Daugherty was chauffeured to work by limousines and a helicopter recently as winner of a radio promotional contest highlighting Ridesharing Week.



(L.) Armando Lopez, Jr., Executive Director congratulates Robert L. Waters, M.D. on his appointment as the new medical director.

Waters Appointed New Medical Director

The appointment of Robert L. Waters, M.D. to the position of Medical Director, Rancho Los Amigos Medical Center, was announced recently by the Executive Director, Armando Lopez, Jr.

Dr. Waters has been on the staff at Rancho Los Amigos Medical Center since 1971 and has served in various medical administrative capacities, including his most recent assignment as Chairman of the Surgery Department. He replaces Matthew O. Locks who retired recently.

In addition to his administrative activities, Dr. Waters is involved in rehabilitation research of physically-disabled adults and is considered a leader in the area of research, having been published extensively in professional journals.

Additionally, Dr. Waters is a Clinical Professor of Orthopedic Surgery at the USC School of Medicine. Rancho Los Amigos is a teaching hospital affiliated with the school.

Making Someone Happy (will make you happy, too)

There are nearly 2,500 elderly or disabled people cared for by the Los Angeles County Public Guardian who need your friendship.

The Public Guardian's annual Holidays Project is now underway. Your help is essential if the program is to be a success.

The 2,500 gifts are on hand at the office of the Public Guardian, 320 West Temple Street, Ninth Floor, Los Angeles, waiting to be wrapped. The 2,500 greeting cards must be folded and put in envelopes. The 2,500 address labels must be sorted and put on the envelopes before they're tied to the gifts. And finally the gifts must be distributed all over Los Angeles County during the Holidays. If you can help, please call (213) 974-0543 or (213) 974-0400. Ask for Joan or Chris. You have an opportunity to make someone happy and you can be assigned near your own home or work.

INS Staff Facilitate Amnesty For Foster Children

Staff from the Immigration and Naturalization Services (INS) Los Angeles District office have demonstrated such genuine concern and compassion for undocumented dependent children, that the Board of Supervisors honored them in a recent special ceremony.

Supervisor Edmund D. Edelman presented scrolls to Rosemary Melville, Assistant District Director, Examinations and Gene Pyeatt, Deputy District Director, Legalization who were cited for their commitment to working with the Department of Children's Services (DCS).

The Immigration Reform and Control Act of 1986 provided the department an opportunity to resolve the undocumented status of children placed in foster care who are dependents of the Juvenile Court. In some cases, the department has been unsuccessful in locating parents or relatives in the children's native countries.

As a result of special efforts by the two honorees, amnesty applications and hearings for



(L. to R.) Gene Pyeatt, Deputy District Director, Immigration and Naturalization Service (INS); Supervisor Edmund D. Edelman; and Rosemary Melville, INS Assistant District Director.

these abused, abandoned, or neglected children were expedited. Applications have been filed by the department on behalf of over 234 children. Thus far, temporary resident status has been granted to all of these children whose hearings have been held.

For the children, most of whom are adolescents, legalization has a significant impact on their self-esteem and enables the department to work with them effectively towards the goal of self-sufficiency as they approach adulthood.

INS was commended for its caring and professionalism as well as maintaining a good working relationship with DCS.

LACERA Election Ballots Mailed

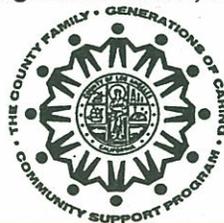
Ballots to select the Third Members on the County Employees Retirement Association Board of Retirement and Board of Investments were mailed by the Registrar-Recorder the week of October 18.

Employees who do not receive a ballot by November 3, 1988 may request a duplicate ballot, in writing, through their departmental election coordinator no later than November 10, 1988. Duplicate ballots will be mailed by the Registrar-Recorder to the address provided by the employee.

The election will be held on December 6, 1988. The Third Members on both Boards are elected by active General Members of the Association.

For further information, contact your personnel office, the Registrar-Recorder at (213) 725-5895, or the Executive Office, Board of Supervisors at (213) 974-1748.

Generations of Caring
Join The County's
Community Support Campaign
In Progress
through December 2, 1988



Lorente Employee Of The Month

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calls obtaining mandated verifications required by the Medi-Cal program and her representation of patients in State Disability Evaluation proceedings.

Isabel is a natural diplomat, who is able to assist patients/clients in a professional and dignified manner.

Isabel's distinguished performance has also been recognized by the Medical Center and the Department of Health Services. She has been a past recipient of productivity and quality awards which honored her thorough and professional investigations. She was also recently honored as the Olive View Medical Center's Employee of the Year.

Consumer Outreach Honored

(Continued from page 1)

State Senator Herschel Rosenthal at the annual SOCAP Consumer Education Awards Dinner on September 22, 1988 at the Bel Age Hotel in West Hollywood.

Ms. Goldinger was honored for the outstanding community outreach program that she has established as Director of the Los Angeles County Department of Consumer Affairs. The program educates County residents about their rights and choices as consumers. She also directs the County's Small Claims Advisory Program, which informs consumers about the use of small claims court to redress consumer grievances that cannot be resolved through her Department's mediation services or other means.

Continuing The Search For Quality Child Care

HOW TO SELECT SERVICES

As we continue to explore child care service options, there are many questions you should consider asking. For instance, as you enter the day care center are you greeted on arrival or left to wander through the facility on your own? Do staff appear professional and comfortable?

Physical Setting

Are the indoor and outdoor areas safe? Is the indoor space clean and well lighted? Are the equipment and toys in good repair? Are there enough materials to foster cooperative play without stretching a child's patience? Are the bathrooms clean and odor free? If there are infants in the program, where does the diaper changing take place? Is the food preparation/storage area clean? Are the fence, outdoor equipment and toys in good repair? Are there enough bikes and toys for the children? Is there room to run, a structure to climb, and a sandbox area?

Equipment

Are there a variety of materials available, including blocks, books, puzzles, easel painting, and dramatic play props including old favorites such as dress up clothes, dolls and dishes? Are they accessible to the children? Is there a place for each child's belongings?

Staffing

What is the adult-child ratio? What type of training do the staff have? What is the turnover rate at this program?

Program

What is the daily routine? Are there opportunities for active and quiet play? Do the activities appear to be appropriate for the ages of the children involved? Are the activities child centered or adult centered?

Interpersonal Relationships

Do the adults talk with (not at) the children? Are the children encouraged to express their feelings? Do the adults appear interested in

talking with you about your child?

Administration

How many children is the program licensed to serve? Is the cost within your budget? Do the hours accommodate your work schedule? Does the program charge an additional fee if you arrive late to pick up your child? Are you charged for holidays and vacations? What happens when your child is ill? Does the program regularly schedule parent conferences or host parent education seminars?

Choosing . . .

In the end, the decision is yours. Knowing what you do about your child, how do you feel she/he would do in the program? Do you find the teachers and setting inviting? Think carefully, trust your intuition and remember:

Play is the work of young children!

Children learn by doing!

Kathy Malaske-Samu, Child Care Coordinator (213) 974-2440

(Back row, from left) Harry Davis, Kathleen Anderson; DPD Programmer Bobbi Vernon, DPD Training Manager Rodney Gardner and Delores Fowler, DPD Programmer. (Seated) Vincent Pinto and Yvonne Panter.



Computer Training For Disabled Students

Recently, the Data Processing Department (DPD) hosted a tour of the Downey facility for disabled students of computer technology from the Westside Center for Independent Living (WCIL). Bobbi Vernon, DPD Training Manager, and Jack Grubbs, Director of the WCIL Computer Training Center, selected trainees and established an agenda designed to enhance learning.

Sheila Johnson, Chief, DPD Personnel Services Division, has served on an Advisory Council for the Computer Training Center to assist in producing an "industry-driven" curriculum.

The Council advises on courses, selection and evaluation of students, job placement, publicity and fund-raising. It keeps the training on the track of developing career paths for students meeting the industry needs.

The recent tour represented a phase of training called "Job Shadowing," in which each

student was assigned a DPD Programmer employee "mentor-for-the-day" to answer questions and explain applications, equipment, organizational structure, and operations. The three students, matched carefully with their mentors, were already skilled programmers, familiar with the technology of mainframe and PC. They had toured private sector facilities, but DPD was their first experience in a public sector environment.

Vincent Pinto, confined to a wheelchair since high school, had a wide range of data processing and community service experience prior to his WCIL training. Following the day's tour, Vincent was visibly impressed by the complexity of DPD's systems and the variety of applications. His mentor, Rodney Gardner, a DPD Programmer in the Health Care Systems Division found the "Shadowing" a positive experience which reinforced the value of the work. Gardner saw his

"shadow-trainee" as bright and highly motivated; his only handicap in the work-world might be "in other people's minds."

Delores Fowler, a DPD Programmer in Law Enforcement Systems Division, is another graduate of WCIL. Although she did not "Job Shadow" as a trainee, she was the mentor for student Yvonne Panter. Ms. Panter, a homemaker, is entering the work force for the first time. She was challenged by the advanced technology at DPD and was very impressed with the open cooperation of DPD employees.

The tour agenda included DPD's Unisys and IBM Operations as well as work stations and offices. Greg Warren, DPD Computer Operations Specialist, answered questions about Unisys' hardware, disk and tape units, mainframe and teleprocessing components. Sam Neida, Computer Operations Supervisor, clarified the complexities of the IBM teleprocessing, master console, power block and other equipment functions.

To all involved, "Job Shadowing" clearly demonstrates a partnership of education and industry which works to the benefit of the trainee, the employer, and the community as a whole.

Remember to OTE

Tuesday,
November 8, 1988

Casting YOUR Ballot
Can Make A Difference

The Volunteer Connection Campaign Commences

On Wednesday, September 28, 1988 the Los Angeles County Board of Supervisors hosted the Volunteer Connection Kick Off Ceremonies and Volunteer Fair at the Civic Center Mall.

This joint project sponsored by KABC-TV Los Angeles, the Volunteer Centers, the Junior Leagues and the Corporate Volunteer Council of Southern California was planned as a mass media campaign kick off designed to recruit new volunteers for participating non-profit organizations and the County of Los Angeles. KABC-TV Los Angeles is donating one million dollars for media support to the campaign.

Supervisor Deane Dana, Chairman of the Board of Supervisors, stated that the Board was "pleased to proclaim Volunteer Connection Year in Los Angeles County, commencing today." He also said that "the new partnerships formed between the Volunteer Connections participating members have helped create an exciting new concept in volunteerism."



(L. to R.) California First Lady Gloria Deukmejian; Board of Supervisors Chairman Deane Dana, and Hallie Strock, Chairperson of the Volunteer Connection Steering Committee.

Supervisor Dana presented the County Volunteer Connection proclamations to the major sponsors and to Hallie Strock, chairperson of the Volunteer Connection Steering

Committee.

Mrs. Gloria Deukmejian, the First Lady of California and Honorary Chairperson of the Volunteer Centers of California, also received a special commendation scroll for her strong support of volunteerism and her commitment to the Volunteer Connection. Mrs. Deukmejian has been a lifelong volunteer in serving the youth of Long Beach through the local schools, the National Assistance League "Kids on the Block Program," the Bluebirds, and in caring for newborns in the Long Beach hospitals.

A huge Volunteer Connection balloon was launched to symbolize the start of the Volunteer Connection Year.

Dr. George Fischbeck, weathercaster for KABC-TV Eyewitness News, served as the genial emcee. The General Telephone Electronics volunteer band provided the musical entertainment.

Mrs. Deukmejian and Supervisor Dana toured the 17 Volunteer Fair exhibit booths which were sponsored by various volunteer centers.

Greetings And Salutations!

Wever wonder when you're introducing your boss to someone if you're doing it the right way? Are you showing the right respect, and making the encounter pleasant for all? Many of us freeze up in such situations because we're not sure about the protocol. There are, however, guidelines on how to introduce people, get a conversation going, and make people feel at ease in a work or business situation. Another word for these guidelines is good manners.

Let's say your boss, or someone else, is near you when a friend or acquaintance approaches. The gracious way to introduce the two is to say your boss's name first, followed by "I would like you to meet" and the other person's full name. Example: "John Smith, I'd like you to meet Ann Barnes. Ann Barnes, meet John Smith." Then, in order to get the two to converse, it would help if you mentioned something they had in common. "Ms. Barnes also works in data processing, but for a local bank."

If you are on a first-name basis with the most important person, and he or she is approaching you and your friend, it is fine to first informally greet that person.

"Hello John, nice to see you. John Smith, I'd like you to meet Ann Barnes."

MORE GUIDELINES FOR INTRODUCTIONS:

- Any person may offer his or her hand first for a handshake, no matter what age, sex, or status.

- When shaking hands, make eye contact. To glance elsewhere is rude.
- When meeting someone, say their name right away, to help you remember their name, and how to pronounce it.
- If a person mispronounces your name, politely correct them; the person appreciates the opportunity to get off on the right foot, and to hear your name pronounced again.
- Stand up to shake hands or greet people.
- Once you've been introduced, you may then call the person Mr. or Ms. — If they want you to use their first name, they will usually say so at this point; however, do not assume you can use a person's first name, as some people prefer a more formal salutation.
- If no one knows you, or someone does but fails to introduce you to a group of persons chatting, wait for a pause to introduce yourself, then interject something related to the conversation at hand.

"Pardon me, I'm Ann Barnes." If they then greet you but do not mention their own names, ask "And you are?"

After the introductions, you can help get the conversation rolling again by saying something like "I was interested in what you were saying about . . . Please go on."

REMEMBER: Nothing replaces the courtesy you extend to others. It is a symbol of personal quality and friendship.

County Holidays To Be Observed

November 11 (Friday)	Veterans' Day
November 24, 25 (Thurs. & Fri.)	Thanksgiving
December 26 (Monday)	Christmas
January 2, 1989 (Monday)	New Year's Day

County of Los Angeles

DIGEST

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