



# DIGEST

FEBRUARY 23, 1990

COUNTY OF LOS ANGELES



**Maria Saravia and Chairman  
Pete Schabarum**

## Saravia Excels in Customer Relations

A friendly and helpful employee is exactly what the public looks for in the unfamiliar surroundings of a government office. At the West Los Angeles Branch of the Los Angeles Municipal Court, the public finds just such an employee in Maria Saravia, Deputy Clerk II.

Maria routinely files a large volume of citation dispositions and bench warrants using the Court's computerized system, and she also sorts and distributes the Branch mail. However, because Spanish is her native language, she is often called upon to assist other Court personnel with translation services.

### **Employee of the Month**

In these settings, face-to-face with members of the public who are conducting business at the Court, she wins accolades, not only for her friendly helpfulness, but also for her competence and knowledge of court procedures. She has been described as "champion of the customer surveys," being rated outstanding by more customers than any other employee.

Maria was selected as County Employee of the Month for January 1990, and honored with the presentation of a scroll of commendation by Chairman of the Board of Supervisors Pete Schabarum at the January 16 meeting of the

*(Continued on page 3)*

## **First Lady Barbara Bush Praises Library's Language Learning Centers**

The Montebello Community Library was livelier than usual February 7, when First Lady Barbara Bush became its special visitor. Honorary Chairwoman of the National Advisory Council of Literacy Volunteers of America, Mrs. Bush toured the County public library to see its successful Language Learning Center firsthand.

County Librarian Sandra Reuben and State Librarian Gary Strong welcomed Mrs. Bush, who stated "I'm here to cheer these people." Mrs. Bush met with adult literacy program participants and tutors who expressed their appreciation for the learning opportunities provided by the Library.

More than 8,000 adult learners have benefited in the four years the County centers have been in operation. Currently the County Library system has 600 learners and 200 tutors, and provides 12 comfortable settings for one-on-one tutoring.

During her one-hour tour, Mrs. Bush also observed the Library's literacy hotline, Community Access Library Line (CALL), in operation. CALL is a multilingual information and referral center established in 1979. This innovative literacy support system is a centralized, toll-

free referral center for adult literacy providers in Southern California. Potential students and tutors are referred to one of more than 400 literacy training agencies.

One of the Library's creative partnerships, titled "Banking on Literacy," is sponsored by the Bank of America. With mailings to 3.5 million Bank of America customers in January, recruitment information for tutors and the CALL Hotline number was provided, linking these customers to the literacy program.

The University of California, Los Angeles; KBIG-FM 104; KTTV; and the AMC Theaters also supported the Library's literacy efforts by developing recruitment strategies in family literacy awareness and tutor/learner recruitment.

As the tour came to a close, County Librarian Sandra Reuben presented Mrs. Bush with her very own Library Key Card and Library sweatshirt. Graciously accepting mementos of her visit, the First Lady praised the Library's dedicated staff for providing such excellent service.

Anyone interested in the services provided by the Language Learning Centers should call the Hotline number, 1-800-371-6641.



**First Lady Barbara Bush (standing - center) and Librarian Sandra Reuben (to the right) meet with Language Learning Center participants and staff.**

## **ASPA National Conference Announced**

Committed to public service excellence, the County Board of Supervisors has long been a supporter of public service partnerships. The American Society for Public Administration (ASPA) is saluting public service partnerships and their contribution to innovation and productivity enhancement in local government at its

51st National Conference to be held April 7-11, 1990, at the Westin Bonaventure Hotel in Los Angeles. The conference theme is Public Service Partnerships: Innovations for the 21st Century.

General Conference Chair, Richard Dixon,  
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# Savings Bonds Campaign in March

At the recent kickoff for the March Savings Bonds Campaign, County Treasurer and Tax Collector Sandra M. Davis explained that Savings Bonds are a competitive yet convenient investment backed by the full faith and credit of the United States Government.

Available to Americans since the 1930s, Savings Bonds provide a guaranteed government security priced to appeal to the mass market. Over 25 percent of us — some 55 million Americans — own U.S. Savings Bonds, making them the world's most widely held security.

"We each have our own reasons for saving; whatever the reason, Saving Bonds are a wise choice to include in your portfolio," Davis advised the departmental Savings Bonds coordinators, who met at the Natural History Museum. Purchase options available through the County Savings Bonds Program include the Payroll Savings Plan and the Year-Round Purchase Plan.

## ● Payroll Savings Plan

This plan allows you to have a portion of your pay automatically directed toward the purchase of bonds each month. There are seven deduction amounts from which to choose, and the two minimum monthly deduction amounts and face values available are:

Monthly Deduction	Face Value of Bond	Frequency of Issuance
\$12.50	\$100	every 4 months
\$25.00	\$100	every 2 months

## ● Year-Round Purchase Plan

This convenient purchase option is great for buying gift bonds needed for birthdays, graduation, weddings, Christmas or any other special occasion that occurs during this year. County employees can now purchase Savings Bonds at the Hall of Administration, first floor, windows 1 through 4. If you work in outlying areas, send a completed purchase request form plus a check or money order made out to the Federal Reserve Bank to:

County U.S. Savings Bonds Coordinator  
Treasurer and Tax Collector  
430 Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

When the bond is a gift, a gift certificate will

be mailed to the address given; the actual gift bond will be mailed within 10 work days of receipt of the application by the local Branch of the Federal Reserve Bank.

## EDUCATION BONDS

If college is in your future plans and paying for it is a concern, Savings Bonds could be the answer. A recent law may allow interest earned on Savings Bonds purchased after January 1, 1990 to be completely tax free, when used to pay tuition and fees at institutions of higher learning for you, your spouse or your children. To qualify, bonds must be issued in either one or both parents' names, and certain income limitations must be met at the time of redemption. The bonds must be redeemed in the year the bond owner pays tuition and fees to an eligible educational institution (colleges, universities, technical institutes and vocational schools).



**U.S. SAVINGS BONDS**

THE GREAT AMERICAN INVESTMENT

Although the allowable income levels for this tax exemption will be adjusted for inflation, you may find that your family's anticipated income is too high to qualify. One solution for your child's future is to buy bonds in your child's name either alone or with yourself as beneficiary (not co-owner). After buying bonds for one year, file an EZ-1040 tax form in the child's name and social security number, claiming 5 percent of the purchase price paid for bonds in that year as non-earned income. The source of this non-earned income should be listed as U.S. Savings Bonds purchased for education. This form need only be filed once to qualify for federal tax exemption, but be sure to keep a copy for future reference.

## THE AMERICAN DREAM

We share a common dream of a more comfortable and secure place for ourselves and our families — we call it the American Dream. Whether you want a college education for your children, or a retirement that is free of financial worry, U.S. Savings Bonds can be your pathway to reach the dream. Why not sign up during the March campaign? Contact your departmental coordinator or call (213) 974-2172.

# Your Answers Help Build a Better Community

Counting people is an American practice dating back to colonial days. The need for a census of the new United States arose soon after the 13 Colonies broke their ties with Great Britain. The Revolutionary War costs had been high, and the new nation had to find ways to pay the debt; one way was to divide it equally among the people.

The census was also a way to establish a truly representative government. While each state, regardless of size, would have two senators, members of the House of Representatives would be apportioned - divided up - among the states

according to their population.

Two hundred years later, two of the most important areas to be impacted by the census will be our representation in Congress and the receipt of Federal and State funds.

Los Angeles County currently has 18 representatives in Congress. With your help we could gain additional congressional seats and funding for jobs, housing, new business, schools and family aid.

REMEMBER, APRIL 1, 1990  
ANSWER THE CENSUS

# Congratulations Retirees

With 41 years of dedicated service, Frederick E. Jordan, Sheriff Department, leads this month's list of retirees. James E. Gardner, Pomona Municipal Court, and Archie Gulazian, Registrar-Recorder, are also commended for their 40 years of dedicated public service. Frederick, James and Archie are to be congratulated and we hope they enjoy their well deserved leisure time.

We also congratulate the following retirees who are leaving after 30 years or more of public service.

**Arboreta/Botanic Gardens:** Ruben Ramirez

**Chief Administrative Office:** Charles E. Leonard

**Children's Services:** Dorothy Mae Thomas

**Executive Office-Superior Court/County Clerk:** Iris M. Spencer

**Fire:** Manford M. Underwood, Charles W. Wells

**Health Services:** Annie L. Bradshaw, Charles W. Coffee, Mildred Grace, Betty L. Porche

**Internal Services:** Harry P. Fackler, Tommie L. Hawk, Daniel S. Palmer

**Municipal Court:** Emanuel W. Jablonski

**Probation:** Flora G. Crump, Earl G. Heberer, Jr., Ruth Y. Kido

**Public Social Services:** Mary L. Bass-Pitts

**Public Works:** Rudolph Brown, Joseph B. Dillon, Henry Eng, Eugene E. Garcia, Carver W. Henderson, Pablo S. Hernandez, Thomas H. Kreyer, Walter H. Reynolds, Edmundo Tromcoso, Kenneth A. Westlund, Richard E. Wilborn

**Sheriff:** Harvey H. Baron, Roberta B. Chausse, Ronald V. Dalrymple, Donald D. Dimarzo, Frederick M. Fanganiello, Harry S. Hansen, Jr., Joel A. Lesnick

**Treasurer/Tax:** Karen Akiyama

The following retirees with 25 years or more of public service have our best wishes:

**Assessor:** James C. Reed, Ervin Zlotnik

**Children's Services:** Roberta J. Hawkins

**Fire:** Ronald N. Grimes

**Health Services:** Sharon Bongfeldt, Mary F. Clement, Lawrence N. Ochoa

**Internal Services:** Henry T. Brown, Albert Dean, Jefferson D. Russell, Harrison J. Smith

**Municipal Court:** Judy A. Ederveen

**Natural History Museum:** James Anderson

**Probation:** Raymond L. Barrer, Mazree Porter

**Public Social Services:** Hattie M. Ervin, Barbara R. Jenuime, Ivy L. Johnson

**Sheriff:** Lawrence J. Bittner, Richard G. Grapentson, Harold D. Johnston, Michael H. Livesay, Robert V. Maier, Thomas J. Nursall, Joseph H. Stephen, Theodore T. Toguchi



As is tradition, the Assessor's Choir, joined by employees from CAO, Internal Services, and the Treasurer-Tax Collector, will open this year's Public Service Recognition Week mall event.

## Employee Essay Spotlights Public Service

A wide range of prizes are offered to participants in the Public Service Recognition Week Essay Contest now open to all County employees.

In 200 words or less, employees will answer the question: What role do I play in providing quality service to County residents? This contest coincides with Public Service Recognition Week, May 7-11.

Prizes available to the six finalists include dinner for two at Bernard's, an award-winning downtown restaurant; a weekend stay for two at the Biltmore Hotel in Los Angeles; a Goodyear Blimp ride for two; and \$300 gift certificates towards computer equipment from each of the following: Businessland, Inc., ComputerLand InfoSystems, and Microage Computer Store.

Submissions are due April 6, with judging occurring by April 16. A three-member panel,

including the Digest editor and the Public Employees Roundtable Los Angeles Chapter president, will select the winning entries.

### Valuable Prizes

Public Service Recognition Week is a nationwide celebration designed to educate American citizens about the government's range and quality of services and pays tribute to more than 20 million employees who make public service their profession.

The winning essays, along with worksite photographs, will be displayed in the Hall of Administration during the week of May 7.

Submit your essay, along with your name, work address and work telephone number, to Larry Welsh, Digest editor, by April 6. Send your essay to County Special Programs, Hall of Administration, Room 783, 500 W. Temple St., L.A. 90012.

## ASPA Conference Offers Discount

(Continued from page 1)

Chief Administrative Officer, invites all public administrators to attend this professional development conference. The conference's major presentations will focus on such emerging issues as:

- ★ Challenges of Global Interdependence
- ★ The Future Manager
- ★ Innovations in the Democratic Experiment
- ★ Ethical Strategies in Public Service
- ★ Creating the Future Through Science and Technology

The conference will also feature Special Focus Sessions in which participants will hear from leaders in the field, as well as panels, workshops, roundtables, demonstrations, videos, mobile units, and showcase sessions, all exploring various aspects of the conference themes.

A highlight of this conference will be the announcement of the 1990 National Public Service Award winners. These awards are presented in recognition of outstanding public

management.

Recently nominated for this award, Supervisor Kenneth Hahn stated, "My life has been devoted to public service and I am pleased to be nominated for this special award." In addition, Supervisor Hahn has been nominated for the ASPA Los Angeles Chapter 1990 Tom Bradley Award for affirmative action.

ASPA is a national professional organization dedicated to and an advocate of excellence in public service and its dignity and worth. Its annual conference is a highly respected forum for professional exchange, growth and exploration of present and emerging issues. Plenary sessions, workshops, nationally known speakers, and an impressive personnel exchange will all contribute to this stimulating and educational event.

Special discounted rates are available if registration is made before March 15, 1990. Mark your calendars and please contact Diana Sancetta at 974-1089 to register or for further information.

## Sheriff Warns of Con Artists

Sheriff Sherman Block is alerting the citizens of Los Angeles County to an old scheme, commonly known as the "Williamson Gang Scam." The scam usually involves the suspect contacting a potential victim and saying that he has

### The suspect asks if he can reroof a home or resurface a driveway for a small fee.

completed a job down the street and has some materials left over. The suspect asks if he can reroof a home or resurface a driveway for a small fee. After the work is completed, the cost of the job is suddenly raised to many times the original quote and the victim is pressured to pay the inflated charge, sometimes amounting to thousands of dollars.

The roof treatment is useless as a sealant and is usually made of gasoline, gray paint and a sticky tar-like substance which is equivalent to painting the roof with a thin coat of paint. The driveway treatment is a coating of motor oil which leaves nothing more than a trail of "oily footprints."

"These types of scams traditionally increase during the winter months due to the inclement weather. The suspects frequently prey upon the elderly, and in particular, those who live alone," stated Sheriff Block.

Anyone who suspects that they have been a victim of this type of scam or becomes suspicious of someone soliciting for this type of work should contact their local sheriff's or police station.

## Saravia Employee of the Month

(Continued from page 1)

Board. In December 1989, she was also honored as Employee of the Year by the Los Angeles Municipal Court, having obtained "customer championship status."

Maria immigrated from El Salvador to the United States in 1980 and obtained full citizenship in 1989. She was certified as a commercial secretary in El Salvador, where she also began study toward a degree in business administration. Her first employment in the United States was as a factory worker; then she completed a two-year word processing training course and qualified for employment with the County. "When I came to this country, I never imagined anything like this would ever happen to me," she said upon receiving the scroll of commendation.

She and her husband have two children. On her own time, Maria also provides translation services at her home for non-English speaking persons. She plans to continue her study towards a degree in business administration.

# Judges Describe Court System

Do harsher sentences decrease crime? Can locked-out tenants recover property? Do grandparents have visitation rights?

These questions and more will be answered during the week of March 4-10, 1990, when Municipal and Superior Court judges throughout Los Angeles County conduct community forums.

These "Meet Your Judges" community forums seek to demystify the judicial system and the role of judges. "Meet Your Judges" week is a statewide program designated by Governor George Deukmejian and sponsored by the California Judges Association, the State Bar, the State Board of Education and the League of Women Voters. Favorable responses have been received from similar forums already held in Sacramento, San Francisco, Long Beach, and Santa Maria.

The "Meet Your Judges" forums will provide a stage for educating the public about the court system and in turn provide the opportunity for



**Supervisor Michael Antonovich joins members of the steering committee, Municipal Court Presiding Judge Jon Mayeda (L.) and Judge Robert Mackey (R.), Chairman of the Presiding Judges Association.**

the public to convey their concerns about the judicial system to judges.

Judges will describe various aspects of the court system and will respond to written questions from audience members.

Local media personalities including Judge Wapner, Tricia Toyota, and Linda Alvarez will moderate the forums.

For more information about dates and locations of these forums, contact Marian Molloy at (213) 419-5665 or Rebecca Kuzins at (213) 974-5565.

# Women's Conference Focuses on Career Goals

County Human Relations Commission, Office of Affirmative Action, and California State University Dominguez Hills present the sixth annual Minority Women's Conference on Friday, March 30. Emphasis is on educational and community resources available to assist County employees in reaching career goals.

Highlighted this year will be the Program for Adult College Education (PACE), designed for adult students wishing to earn a bachelor's degree while maintaining full-time jobs. The program provides women with opportunities to prepare themselves professionally for promotional opportunities and self-enhancement.

The all-day conference costs \$15 and will be held on the Dominguez Hills campus. For more information contact Reva Trevino, Human Relations consultant, at (213) 974-7611.

# Natural History Museum Seeks Public Relations Volunteers

Natural History Museum of Los Angeles County seeks interns and volunteers for its award-winning public relations office. Duties include writing news releases, conducting interviews and research, answering telephones, and supervising photography and film shoots. A journalism or public relations background and strong writing skills are required. Word processing experience is preferred. For more information call Mary Ann Dunn at (213) 744-3314.

# High-Tech Satellite Project a Success

An innovative pilot project allowing live, interactive video transmission via cable stations and satellite has been tested by three County departments. The communications project is proving to be a cost-saving measure full of possibilities.

With viewing monitors and telephones set up in County public library meeting rooms, last fall the state-of-the-art telecommunications project allowed Public Works field supervisors from as

visors' approval and is funded by monies from cable franchise fee agreements, which are administered by Internal Services Department. The purpose of the video project is to increase productivity, enhance time management, and help mitigate traffic and air pollution problems by reducing travel time.

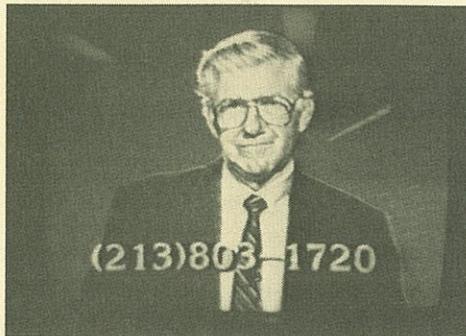
ISD administrator James Thornton said, "We're excited that the training model using cable systems and satellites is in place." Project managers Carl Pilnick and Michael Friedman said they hope to encourage and receive even greater participation this year. The project is essentially free to participating departments, except for staff coordination time and actual costs of trainers.

The initial two-part training module from seasoned training coordinator Don Decker was smooth in presentation and technically sound, according to Charles Horn, Public Works administrator. He estimates 84 work hours were saved by avoiding the normally required driving time.

The programs originated at the County Office of Education's Educational Telecommunications Network studio in Downey, where the program was transmitted from video cameras to satellite and picked up by cable television stations. The telephones were used to call in questions and respond to the trainer's discussion exercises.

Other departments expressing interest are Public Library and Fire. The Interagency Telecommunications Advisory Committee, the body created by the Board to evaluate the possibilities of satellite transmission, is expected to make its final report mid-year.

For more information call Mr. Thornton — Leasing and Space Management Division, Real Property Branch — at (213) 738-2310.



**Public Works instructor Don Decker fielded questions from outlying areas during the County's first interactive video training.**

far away as Lancaster to be trained without the usual lengthy commute into the department's Alhambra headquarters.

Early this year, Health Services tested another application of the technology when it conducted a panel discussion with audience members calling in questions. And the Chief Administrative Office's Emergency Management team, responsible for extensive training and coordination of all County departments, used the technology recently to review the responsibilities of Building Emergency Coordinators.

The one-year project has the Board of Super-

County of Los Angeles

## DIGEST

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Room 783, Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012  
Telephone: 974-1771