

Veterans are Models for Bob Hope Patriotic Hall Murals

Famed Los Angeles muralist Kent Twitchell is creating three murals for the interior of Bob Hope Patriotic Hall, a County-owned downtown landmark built in 1926, that is currently under renovation.

Twitchell is a veteran who served in the U.S. Air Force from 1960 to 1965. He felt strongly that veterans should be used as models for the figures in the murals that reflect the foundation of our nation — *The Preamble to the Constitution*, *Free Assembly* and *Free Ballot*.

The murals were commissioned under Los Angeles County’s Civic Art Program, administered by the Los Angeles County Arts Commission. Renovation of Bob Hope Patriotic Hall is scheduled to be completed in 2012. The 10-story building, located at 1816 South Figueroa Street and easily visible from the Harbor (110) Freeway near the Santa Monica (10) Freeway intersection, will house the County’s Department of Military and Veterans Affairs.

Twitchell, whose studio is near Patriotic Hall, is known for his larger-than-life mural portraits in the Los Angeles area. The one most familiar is the “Harbor Freeway Overture” (1992-93) which depicts several members of the Los Angeles Chamber Orchestra. The work is on the side of a parking structure that abuts the Harbor Freeway in downtown Los Angeles.



Clockwise: artist Kent Twitchell; Kenneth Fregozo (Combat Marine veteran); Joyce Ward (Army, Desert Storm and Desert Shield); and Mike Esperanza (Army, Vietnam).

For more information, visit

<http://www.lacountyarts.org/civcart/projectdetails/id/136>.

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CALENDAR OF EVENTS

Los Angeles County Museum of Art
5905 Wilshire Boulevard, Los Angeles 90036
(323) 857-6000
www.lacma.org

November 20 through February 26 – Contested Visions in the Spanish Colonial World

Music Center
www.musiccenter.org

Glorya Kaufman Presents Dance at the Music Center
November 5 – Film Screening, *Dogtown and Z-Boys* (**FREE**), Music Center Plaza
November 12 through 14 – Diavolo Dance Theatre, Open Rehearsals (**FREE**), Music Center Plaza
December 1 through 4 – The Joffrey Ballet’s *Nutcracker*, Dorothy Chandler Pavilion

World City – FREE Programming for Families
December 3 – Kitka & Czechoslovak-American Marionette Theatre
W.M. Keck Amphitheatre, Walt Disney Concert Hall

Center Theatre Group
www.centertheatregroup.org

Mark Taper Forum
November 2 through December 18 – Vigil

Los Angeles Opera
(performances at the Dorothy Chandler Pavilion)
www.losangelesopera.com

November 6 through 26 – Gounod’s *Roméo et Juliette*
February 11 through March 4 – Verdi’s *Simon Boccanegra*
February 25 through March 17 – Britten’s *Albert Herring*

Kodak Theater
Now open – Cirque du Soleil: IRIS

Natural History Museum
900 Exposition Boulevard, Los Angeles 90007
(213) 763-DINO
www.nhm.org

Now open the New Dinosaur Hall and Fin Whale Passage

The Ford
2580 Cahuenga Boulevard East, Hollywood 90068
(323) 461-3673
www.FordTheatres.org

November 4 through December 11 – The Romance of Magno Rubio

GIS Day
Learn more about how the County emergency response, social services and administrative departments use Geographic Information Systems (GIS) to make life better in Los Angeles County.
November 16 - 9 a.m. to 3:30 p.m.
Department of Public Works Headquarters
<http://gis.lacounty.gov/gisday>

Visit <http://dhr.lacounty.info>
for information on employment
opportunities with the
County of Los Angeles



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Check out the DIGEST at
<http://dhrdcap.co.la.ca.us/jic/digest/>

Child Support Services Continues Long Tradition of Working with Veterans

The Child Support Services Department (CSSD) is among the many government agencies actively involved at special outreach events that provide needed services for veterans in Los Angeles County.

Free health care, employment training, and other services were available to homeless veterans as part of the San Gabriel Valley Stand Down for Homeless Veterans on Thursday, October 20 at Whittier Narrows Recreation Area in South El Monte.

The San Gabriel Valley Stand Down for Homeless Veterans, hosted by the San Gabriel Valley Veterans Employment Committee (SGVVEC), provided services to homeless veterans such as showers, haircuts, laundry, food, medical and mental screenings, and VA benefits counseling. The event was sponsored by the offices of Supervisors Michael D. Antonovich, Gloria Molina and Don Knabe.

“This is an opportunity for us to help our veterans who cannot afford these services on their own,” said Supervisor Knabe. “Many of these Veterans returned home from fighting for our Country and were left to fend for themselves. This is a hand up, not a hand out, for those who have sacrificed so much for all of us.”

CSSD Deputy Director Lori Cruz and staff from the department’s Media and Outreach unit have been present to assist veterans with their child support cases. Assistance can range from helping a veteran work out a payment plan on child support arrears, releasing a driver’s license to get back to work, and obtaining additional information necessary to collect support.

“We want to be a part of the stepped up effort to help homeless veterans and newly-returned veterans from Iraq and Afghanistan,” said Cruz. “Federal studies have shown that child support obligations that are not managed properly can contribute to homelessness for veterans. We want to help them get back on their feet while meeting their obligation to their children.”

CSSD also participated in the annual Compton Stand Down for homeless veterans on September 24 and 25 staged by U.S. Vets, a major veteran service provider and a CSSD community partner. Each year, the department has participated in the annual Memorial Day weekend veteran’s tribute in Arcadia sponsored by Supervisor Antonovich.



CSSD staff at the San Gabriel Valley Veterans Stand Down in Whittier Narrows staged by the San Gabriel Valley Veterans Employment Committee. From left to right: CSSD Deputy Director Lori Cruz; SGVVEC Chair Ron Hansel; Al Reyes, CSSD Manager of Media and Outreach; and Lizelle Tadena-Le, CSSD outreach child support officer.

CSSD has been working with the veteran community for many years with the support of CSSD Director Steven J. Golightly. This includes conducting child support workshops for staff and clients at key veteran organizations like U.S. Vets, New Directions in West Los Angeles and the veteran’s program run by the California Employment Development Department. CSSD’s outreach unit is also an active participant in the San Gabriel Valley Veterans Employment Committee, a partnership of agencies providing services to veterans.

As part of Los Angeles County’s mission to end homelessness, homeless veterans were offered housing assistance to help move them off the streets and into permanent housing.

The Stand Down for Homeless Veterans is part of the Department of Veterans Affairs’ efforts to provide services to homeless veterans. Out of an estimated 17,000 homeless in Los Angeles County, 25 to 30 percent are veterans who live in the streets of the San Gabriel Valley.

For more information about the San Gabriel Valley Stand Down for Homeless Veterans, contact Monica Mooring at Volunteers of America at (213) 505-0631, or Ron Hansel at the SGVVEC at (626) 347-2572. To make contributions and donations, please call (213) 505-0631.

Juvenile Hall Murals Inspire Gratitude and Affirmation

If you ask Supervising Detention Services Officer Elizabeth Yelegyan what she thinks is needed to effect change in the young men and women detained in the juvenile institutions in Los Angeles County, she will respond with her patented mantra, “positive and beautiful surroundings can create positive thoughts, events and outcomes.”

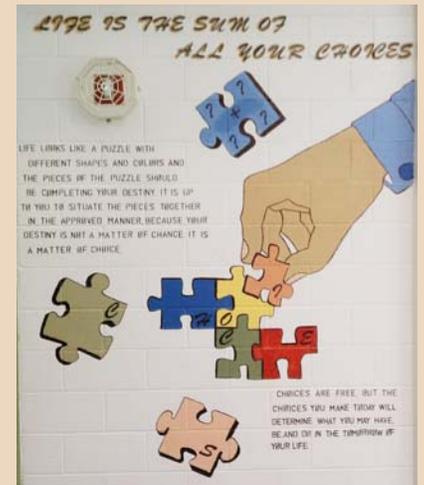
Yelegyan is singularly responsible for resourcing and coordinating a mural campaign that not only beautified a residential unit at Barry J. Nidorf Juvenile Hall, but also created cohesion and racial tolerance among the residents.



Using her training in evidenced-based cognitive interventions as a frame of reference, Yelegyan developed a project that infused positive affirmations and an art form expression to change a culture in a living unit that was heavily laced with gang and racial overtones. She gathered talented artists and others who wanted to be a part of something positive from among the residents. After spending time discussing the value of pro-social behavior, they set

out to impact the entire unit with a mural project.

Yelegyan accomplished more than she set out to do. She said, “the goal was to motivate and inspire the youth; help them understand and accept that you can always be a better person today than the one you were yesterday; and offer them hope to process, understand, and accept their reality. To know that although no one can go back and start a new beginning, anyone can start today and make a better ending. The murals simply give examples of how to make changes, where to start and what is important.”



The end result was a decrease in the number of major incidents in the unit. The residents who designed and painted the murals, and helped choose the affirmations, began to take great pride in their living environment. Some wrote letters expressing their gratitude for being part of the project, while others noted the changes in their living unit.

The County Public Library Expands eBook Collection by 10,000

The County of Los Angeles Public Library announced that it added an additional 10,000 eBooks to its digital collections. These eBooks will be available free of charge for County Library card holders at colapublib.org/eBooks. Amazon.com also announced that “Kindle and Kindle app customers can borrow Kindle books from more than 11,000 libraries in the United States.”

Support for the Kindle platform means that even more County Library customers can take advantage of the County’s growing digital collection. Other supported devices include the Nook by Barnes & Noble, the Sony Reader, the iPad and smartphones including the iPhone, Blackberry and Android.

County Librarian Margaret Donnellan Todd said, “We are a library for the 21st century. Our mission is to support reading and the love of books. For a hundred years, this Library system has made the printed word accessible to all Los Angeles County residents. For the next hundred years and beyond, we will continue this important mission.

Our investment in eBooks and digital technology ensures that we provide continued access to books regardless of format.”

Many library patrons looking to purchase an eBook reader should ask the County Library which one is compatible with its digital collections. With the addition of support for the Kindle, the County Library now supports all major eBook reader platforms.

With the addition of these 10,000 eBooks, the County Library will have more than 13,000 eBooks in its collections. The Library partners with Overdrive, a Cleveland Ohio company, to provide access to eBooks and downloadable audiobooks to its many customers. Library patrons checked out 16,000 copies of eBooks in August 2011 and more than 100,000 copies since the beginning of the service in September 2009.

The County Library has begun the process of adding the additional eBook titles immediately, with the 10,000 title goal reached in October of this year.

Veterans' Exemptions from the Office of the Assessor

The Office of the Assessor offers exemptions for veterans which may be applied to the assessed property value of their homes.

Veterans' Exemption

If you are a single veteran with assets of less than \$5,000, a married veteran with assets of less than \$10,000, or an unmarried surviving spouse of an eligible veteran, you may apply for the Veterans' Exemption of \$4,000 applied to the assessed property value. Although it is unnecessary for the veteran to reside on that property in order to qualify, this exemption claim must be filed every year.

Disabled Veterans' Exemption

If you are a disabled veteran who is blind in both eyes, has lost the use of two or more limbs, or is totally disabled as a result of injury or disease incurred in military service, you may be eligible for an exemption up to \$150,000 of the assessed value of your home. The Veterans Administration must certify the veteran's disability. Unmarried surviving spouses of certain deceased veterans may also qualify.

For forms and additional information, call (213) 974-3399.

Charitable Giving the Fun Way

The Department of Public Social Services (DPSS) held its 19th annual FunMania Charitable Giving event in September.



Over 3,500 attendees participated and supported the five fund distribution agencies of the County's charitable giving campaign. Philip L. Browning, (left) Interim Director of Children and Family Services and Sheryl L. Spiller, (right) Acting Director of DPSS are seen here displaying entries in the "T-Shirt Design" contest.



UPDATE

The new Civic Park, with its majestic views extending from the Music Center to City Hall, will provide Angelenos of all walks of life a place where they can come together to celebrate, reflect, and shape the future, in one central gathering place. The Civic Park Project is part of the overall Grand Avenue Project which has been delayed due to the economic downturn. Below are highlights of the Civic Park Project. To view details of the Civic Park Project, visit www.civicpark.lacounty.gov.

Ongoing:

- Installation of top soil, landscaping and planting of trees
- Construction of architectural concrete retaining walls, stairs and planters
- Waterproofing installation throughout the park
- Construction of new ADA parking spaces south of the Foltz Criminal Justice Center
- Tile and stone installation at the fountain
- Exterior framing for the park services building
- Underground utility installation

Upcoming:

- Completion of the Grand Avenue ramps to Parking Lot 18 (November 2011)
- Opening of Grand Avenue pedestrian sidewalk and mid-block crosswalk to the Music Center (November 2011)
- Opening of the new Starbucks building and demolition of the old Starbucks building* (December 2011)
- Opening of the public restroom building (December 2011)
- Civic Park Completion (June 2012)

*The existing Starbucks is open during construction.

Lifeguards Inspire Waves of Kindness

Many people believe in “karma” which can be defined as the idea (good or bad) that what one puts out in the world comes back to them. Ocean Lifeguard Specialist Spencer Parker of the Fire Department’s Lifeguard Division certainly believes in this and recently took it to new levels when he, along with a group of fellow surfers, helped launch a website called Karmaky.com, designed to inspire an interconnected global movement for good around the world. Visitors to the website are encouraged to perform random acts of kindness and to share them with others through written descriptions, photos or videos. Each shared random act of kindness is then posted on the website and their Facebook page for seven days in an effort to inspire others to do the same. It also allows other members the opportunity to sponsor the person that performed this good deed with a signature Karmaky.com bracelet. While the idea is fairly simple, it has truly caught on and is becoming a phenomenon. In less than five weeks, Karmaky.com already has an incredible 4,500 registered users and the numbers keep growing.



(Photo courtesy of Sean Goodsell)

Karmaky began when one of Parker’s friends, Sean Goodsell, a realtor and fellow surfer, came up with the concept to create a community made up of people performing random acts of kindness and good deeds. Goodsell enlisted the help of his friends in the surf community to turn the concept into reality. A team of surf riders, including pro-amateur Matt Pagan, Parker, Lifeguard Captain Tom Seth, and other surfers, promote and raise awareness about this movement. Goodsell shared why he is happy that County lifeguards are part of the team. “Organizations like L.A. County Lifeguards and L.A. County Fire are supporting the community everyday. When we were forming the team, we picked people who were representative of what we wanted to do. Parker and Seth are both great watermen and they have been helping people all their lives. As career lifeguards, they are very good role

models for the surf community; they give other surfers something to aspire to.”

According to Parker, no act of kindness or good deed is too small. He said, “these are completely random acts of kindness to reach anyone. It can be as small as a smile to giving out money, to helping someone in need of physical assistance.” He also shared one of his recent acts, where he ended up learning a new skill. “The other day there were some guys working on a house down the street, and I decided to see if they could use some free labor. I went down to give them an extra hand and they taught me how to lay a cinderblock wall. I was just there to help and I ended up getting something in return, which was pretty cool,” said Parker. One of the slogans on Karmaky.com sums it up best, “Kindness is contagious; one minute invested equals many lives changed.” Congratulations on Karmaky and to our lifeguards who are doing good from the beach to the streets. To find out how to become a member, please visit Karmaky.com.

The Commission on Disabilities’ Access Awards Recipients



In October, the Board of Supervisors and the Commission on Disabilities hosted their 20th Annual Access Awards Luncheon at the Kyoto Hotel and Gardens in downtown Los Angeles. The event was held in honor of individuals, corporations, and public entities that have made outstanding contributions and/or have demonstrated leadership, commitment, inspiration, facilitation or promotion of accessibility

ACCESS AWARDS
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Indigent Military Veteran Burial Program

The Department of Coroner has identified an ongoing problem with indigent military veteran burials. Prior to 2007, several private funeral service providers held agreements to handle the final disposition of indigent veterans. The final disposition included providing a burial container and transporting the veterans to the Riverside National Cemetery for interment. In early 2007, two of the private funeral service providers ceased their participation in the program which left a single funeral home to handle the increasing caseload. Consequently, the funeral home was quickly overwhelmed and informed the Coroner that it was in their best interest to handle their regular customers before they made disposition efforts on behalf of the indigent veterans. As a result, indigent veterans languished at the Coroner for up to eight months before any final disposition was afforded to them. This delay contributed to the already crowded storage issues for the Coroner, created frustration for the families of the indigent veterans who were waiting for burial, and most importantly, was a disservice to the veterans themselves who had served this country honorably. By August 2007, more than 20 eligible veterans had been left at the Coroner waiting for final burial at Riverside National Cemetery.

In early August, a decision was made by management and the Coroner Notifications Unit to implement a pilot Indigent Military Veteran Burial program. This program would include preparation of all required paperwork, disposition permits and the Department of Veterans Affairs (VA) applications, providing caskets and transportation to Riverside National Cemetery to all of the indigent veterans under the VA's care by the Coroner staff and not a private mortuary. Contact was made with a local casket manufacturer who offered to provide caskets to the Coroner that would be suitable for the program. Specialized computer programs were developed by Coroner staff to facilitate the preparation of death certificates, permits, applications and letters that is required by various entities throughout the process. On August 10, 2007, the first four veterans were casketed and delivered to Riverside National Cemetery and provided a proper and respectful veteran burial. Since that auspicious beginning, the Coroner has now provided over 480 indigent veterans with a proper, respectful and timely veteran burial. The VA authorizes a modest reimbursement in most cases to assist the Coroner with the expenses associated with the disposition process. As a result of the government reimbursement, the Coroner will realize some revenue to offset expenditures for this program.

An additional benefit to the families of these veterans is that the Department of Coroner can now control the disposition date of the veterans, and as such are able to provide better



Coroner Decedent Services staff working with the USMC Personnel Retrieval Detachment in training with the Coroner in placing the caskets of indigent and/or unclaimed veterans at the burial site.

information to the veteran's family concerning the process, which in some cases, now allows them to hold a memorial service later in the day for the veteran if they so choose. Prior to this program, the families were often never notified in advance of the date of interment. The private funeral service providers often had little contact with family members since they were doing this service for a set minimum fee. Since the implementation of the program, positive feedback has been received from many family members that have been served and this program has helped increase the general goodwill of the Department of Coroner with the general public, the VA and Riverside National Cemetery.

The Indigent Military Veteran Burial program has helped facilitate the early release for burial of indigent veterans in the care of the Coroner (often within two weeks of the Coroner being notified of the veteran's eligibility for veteran burial). Additionally, the weekly body count within the decedent storage area has dropped significantly (by an additional 57 veterans alone) due to the diligence of Coroner staff in coordinating, organizing and preparing the eligible veterans for burial. The veterans and their families are receiving the proper dignity and honor that should be afforded to them for their contribution to this country.

WeTip
WELFARE FRAUD
1 (800) 87-FRAUD

Thanksgiving: Feast on These Smart Tips from



Thanksgiving is traditionally opening day for a season of overeating. This year, make it a day focused on enjoying family and friends and reflecting on what you are grateful for. Take advantage of this opportunity and begin a healthy eating pattern for all of the holiday temptations ahead.

Control Your Portions: Instead of piling a bit of everything on your plate, have a reasonable portion of your favorite once-a-year specialties and pass on other dishes. Focus on quality rather than quantity and set the tone for eating well throughout the holiday season.

Practice Safe Food Handling: Each year, Public Health investigates cases of foodborne illness due to undercooked food and poor food handling practices. Raw turkey, chicken, or meats can contain *Campylobacter*, *Salmonella* or *E. coli* bacteria that cause diarrhea and other problems. These bacteria can multiply rapidly when poultry is taken out of

refrigeration and before it is thoroughly cooked. Freezing does not kill these bacteria, but they are destroyed when food is cooked to the proper temperature. When purchasing a fresh turkey, plan to cook it within 1-2 days after purchase. Do not buy fresh pre-stuffed turkeys. If not handled properly, any harmful bacteria that may be in the stuffing can multiply very quickly. If purchasing a frozen turkey, follow the directions on the label for thawing. When roasting a whole turkey, use a food thermometer to make sure it cooks to 165°F or higher. Insert the thermometer in the thickest part of the thigh, but not against the bone. For safety and uniform doneness, cook stuffing separately in a casserole dish. By following these food handling tips and controlling your portions, you'll be able to enjoy this holiday in good health and with no regrets.



RR/CC Social Committee Continues Holiday Commitment

For over 10 years, the Registrar-Recorder/County Clerk (RR/CC) Social Committee has been an active participant in the holiday food drive for the local community in Norwalk. The Social Committee's commitment to collecting food and money throughout the month of November has provided RR/CC employees with an opportunity to give back to the community, while also ensuring those less fortunate are able to celebrate the Thanksgiving holiday.

The food drive begins at the beginning of November and ends just prior to Thanksgiving Day. At the end of the food drive, the RR/CC Social Committee begins collecting the donations and starts preparing 16 holiday baskets filled with a complete Thanksgiving dinner. This includes the turkey and all of the fixings that go along with it! Once the baskets are completed, the Social Committee brings them to the City of Norwalk's Department of Social Services for delivery to families in need.

"During the past few years, things have been economically tough and donations have been down, but the Social Committee has still managed to gather contributions and continue making the baskets," stated Carmen Higareda, a long time member of the Social Committee. While the hard-hitting economy has made the program a bit more challenging, Higareda also noted that this is just another reason why the food drive is especially relevant and important



Members of the RR/CC Social Committee (left to right) Frances Posadas, Carmen Higareda and Imelda Mungia.

at this time. "Things are hard and people are struggling right now. This is just a small way for us at the RR/CC to contribute and give back to the community." While the Social Committee conducts many activities throughout the year, Higareda finds this one the most rewarding. "Honestly, we like to help people...that's the best part of being a member of the RR/CC Social Committee. Many times, we as members contribute items ourselves because, as employees, we like to help each other."

The Invisible Wounds of War



Carl P. McKnight, during his days in the military.

As we celebrate Veterans Day on 11/11/11, let us not forget the “invisible” wounds of war. Out of the approximately two million Americans who have served in Iraq and Afghanistan, it is estimated by the Veterans Administration (VA) that over 30% will suffer from symptoms of mental distress. About 25% of these veterans will suffer from Post Traumatic Stress Disorder (PTSD), with only half of that number requesting help from the VA. Other veterans will suffer from symptoms of Traumatic Brain Injury, depression, anxiety, and substance abuse.

Let us not forget the families of the veterans. They, too, have made significant sacrifices. Most of them will welcome home fathers, mothers, brothers, sisters, sons, daughters, wives and husbands who have been deployed for significantly extended periods of time, often welcoming home a veteran who faces challenging adjustments to changed situations.

According to the California Department of Veterans Affairs, approximately 30,000 service members are discharged annually to our state. The region between the cities of Los Angeles and San Diego has the highest number of returning veterans from Iraq and Afghanistan of any region in the United States. What awaits them? A dismal economy, high unemployment and an uncertain future, which will most certainly exacerbate the “invisible” wounds that many veterans already experience.

A recent California National Guard combat unit, redeployed to the United States in August, currently has a 50 percent unemployment rate. Unresolved, these “invisible” wounds can lead to marital discord, family dysfunction, homelessness, and in some cases, suicide. The VA estimates that 18 veterans a day are killing themselves.

Clearly, there is much to do.

The Department of Mental Health’s Veteran Services Office recently launched several programs in association with the VA, University of Southern California and the Department of Military and Veterans Affairs.

The first was the Veteran’s Outreach Program, which is engaged in serving our homeless veteran population. In addition, 30 clinicians in our directly-operated clinics have been trained to deliver Prolonged Exposure Therapy for PTSD. This nationally recognized evidence-based practice is available for veterans in selected directly-operated adult clinics. In addition, 11 child and adult clinicians at two clinics have been trained to deliver the military family resiliency program, FOCUS, in order to provide assistance with the stressors of multiple deployments.

Remember to thank a veteran on the eleventh and any other day you want to recognize their dedicated service on behalf of our country.

Carl P. McKnight, Psy.D., Department of Mental Health, Mental Health Clinical Program Head, Veterans Mental Health Programs, can be reached at cmcknight@dmh.lacounty.gov.

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ACCESS AWARDS

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and equality for people with disabilities. Proceeds from this event were used to support the Commission's programs and outreach to the disability community.

This year's 20th Annual Access Award Recipients were:

Chairperson's Award

Marcia Gayle, Gayle and Associates

Billy Barty Award

NHK Cosmopedia America, Inc. - TV Japan

Pearl Ella Johnson Community Service Award

Locks of Love

Harley Rubenstein Caregiver Award

Dr. Raul Ramirez, Nei Jing Eastern Medicine

Bill Tainter Public Service Award

Regina Houston-Swain, Executive Director
City of L.A. Department on Disability

1st District

Victor Hugo Padilla, Board Member, Community
Rehabilitation Services

2nd District

Alyce Morris Winston, CEO/Founder The Jeffrey
Foundation

3rd District

Zack Weinstein, Actor and Christopher & Dana Reeves
Foundation Ambassador

4th District

Allan Buck, Retired Risk Manager, City of L.A. High
School Basketball Coach/Video Scout

5th District

Tyrone Hampton, Owner, Hampton Carpet L.A. Small
Business Commissioner

Safe Surrender Turns 10

Families, firefighters, hospital staff and social workers joined Supervisor Don Knabe at the Los Angeles County Hall of Administration to recognize the 10th anniversary of the Safe Surrender program.

"I am overwhelmed and thrilled that we could honor this special day," said Supervisor Knabe. "While it is difficult to 'celebrate' a baby being given up, when we consider what the alternative could have been, we recognize the courage it took for a mother, who found herself in a desperate situation, to make a better choice for her child."



Families who have adopted safely surrendered babies, along with firefighters, hospital staff and social workers who have had a first-hand role in a Safe Surrender, were recognized by Supervisor Knabe for making the program a reality.

"The true heroes of Safe Surrender are the people who volunteer to become parents to the infants who have been



Supervisor Knabe pictured with a few of the safely surrendered babies.

surrendered," said Knabe. "Families come in all shapes and sizes and if a child is born and raised in a home that is loving and nurturing, there is no better nest from which they can fly."

During the anniversary event, Supervisor Knabe made a surprise announcement that a \$500,000 grant was received to update, reinvigorate and increase the Safe Surrender program's outreach efforts.

Established in 2001, the Safe Surrender program allows a parent or legal guardian to confidentially hand over an infant, three days old or younger, to any hospital emergency room, fire station or other designated Safe Surrender site, as long as the baby has not been abused or neglected. As of October 2011, 88 newborns have been safely surrendered.

A Reason to be Thankful: Veterans in the County Workforce

According to recently published statistics, the United States is home to more than 26 million military veterans, with more joining their ranks every day.

Many have made the transition into the civilian workforce, including various departments in the County of Los Angeles, serving millions of residents.

Although most would never ask for it, these veterans deserve our thanks for their service. It's only natural that many of them would seek out employment which gives them an opportunity to serve their county of residence. Some of these veterans still are on active reserve duty, and find a way to serve both their country and their county simultaneously.

The challenges and obstacles met and overcome by veterans who have succeeded in making the transition back to civilian life are emblematic of the valuable and unique skill sets that they bring to the County workforce. The training received by veterans in the County workforce during their military service is the key to their success in the civilian sector.

No matter which branch of the military they served in, veterans all have one thing in common: the ability to work as part of a team for the greater good of all. One such veteran is George Paccereilli, who works as a Human Services Administrator II and served as an Eligibility Worker for the Department of Public Social Services Greater Avenues for Independence (GAIN) Program Division, which includes oversight of the department's Welfare-to-Work program.

Paccereilli, who served in the United States Air Force, credits much of his success to what he gained from his military experience. As a County manager who supervises 12 analysts, he acknowledges that the self-discipline and perspective which allows him to successfully prioritize the allocation of time, material and resources in his job is a direct result of the lessons learned during his time in the Air Force.

As a veteran today, Paccereilli said that the professionalism and confidence he acquired while serving in the military has definitely made him a better person and a better County employee.

Consequently, with veterans like Paccereilli among the ranks of County workers, especially as our national holiday of Thanksgiving approaches, we all have one more reason to be thankful for those who served their country in the military.



George Paccereilli (right) speaks to a veteran at the recent Stand Down for Homeless Veterans event.

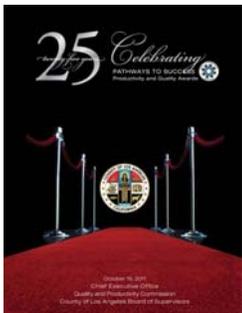
Housing Authority

The Housing Authority of the County of Los Angeles (HACoLA) is committed to providing assistance to all eligible residents of the County, including veterans. Since 2009, through its Section 8 Housing Choice Voucher program, HACoLA has received over 600 Veterans Affairs Supportive Housing (VASH) vouchers to house homeless veterans within the County.

The agency's commitment to veterans is noted through its active participation in working groups focused on developing strategies within local communities to streamline the process for housing homeless veterans and connecting them with appropriate services. The County is also working closely with the Housing Authority of the City of Los Angeles (HACLA) on a uniform VASH application that will be more user friendly for VASH applicants and case managers from the U.S. Department of Veteran's Affairs (VA), who assist in the process. Further, in an effort to improve service delivery to veterans, in March 2011, HACoLA entered into an inter-jurisdictional agreement with the HACLA, expanding the geographic location where VASH clients can search for housing. Previous to the agreement, clients were limited to searching for housing in the County's unincorporated areas and 62 participating jurisdictions, which excluded the City of Los Angeles. The agreement now allows clients to expand their search to the City.

Sean Rogan, HACoLA's Executive Director, supports the agency's efforts and notes that "We intend to continue maintaining a positive partnership with the Greater Los Angeles VA to successfully outreach to and house homeless and chronically homeless veterans, within the County."

“Celebrating Pathways to Success”



The Board of Supervisors, Chief Executive Office, and Quality and Productivity Commission honored the hard work and dedication of County employees at the 25th annual Productivity and Quality Awards program, “Celebrating Pathways to Success.” The program was held in October at the Grand Hall of the Dorothy Chandler Pavilion. Over 450 guests including County department heads, managers, and employees attended the

“red-carpet” event which was hosted by Mike Dinow, anchor for the LA County Channel.

Service excellence and cost efficiencies continue to grow through the commitment and perseverance of our County employees. Departments reported an estimated total of \$395,152,158 in cost benefits which include savings, cost avoidance and revenue generation. This year, 74 exceptional projects which demonstrated new and better ways of serving Los Angeles County were submitted for consideration. The top three winning programs were:

Cadre of Administrative Resource Personnel (CARP)—GOLD **Sheriff’s Department**

In early 2010, caught within a perfect storm of significant budget curtailments, staff shortages, and overtime costs, the Sheriff’s Department was moving in a direction of possible impacts on main mission services. Sheriff Baca directed that a staffing model be implemented to minimize impact on public safety and avoid potential job losses. What resulted was an innovative solution to manage overtime, resulting in budgetary savings. Cadre of Administrative Resource Personnel (CARP) focused on saving overtime funds by requiring administrative and support personnel to adjust their schedules to staff core service vacancies formerly filled by overtime. The program has saved over \$40 million since March 2010 and has allowed the department to meet its budgetary curtailment of \$96 million annually, while still providing necessary public safety services. As the program took shape, Sheriff Baca himself CARPed as a patrol deputy, an escort deputy at Men’s Central Jail and the Inmate Reception Center, and as security for passengers along the Metro Rail System.

Paystub Viewer, the Hub of eStub—SILVER **Office of Auditor-Controller**

Over the years, the County spent significant resources to print, handle, and distribute employee paychecks and deposit authorizations. Each payroll cycle, the County calculates pay for 101,000 employees. In the past, departments picked up the documents, and then manually sorted, verified, and distributed them. The Paystub Viewer and electronic paystub (eStub) are designed to promote employee self-service and reduce the expense associated with hard copy paychecks. In addition, eStub enables inclusion of multiple announcements without additional cost. Benefits include: easy and convenient access for employees; a substantial reduction in departmental time and effort; reduced

printing and paper costs; a paperless “Announcement” capability; and increased cost savings estimated at \$5,000,000 annually.

A Redesigned Laboratory Saves Money—BRONZE **Department of Health Services/Martin Luther King, Jr. Multi-Service Ambulatory Care Center**

Upon the closure of Martin Luther King Jr./Drew Medical Center in 2007 and the conversion of the Medical Center into a Multi-Service Ambulatory Care Center, the laboratory was downsized from 130 full-time equivalents to 50. Long turnaround times and inefficient processes resulted in low satisfaction rates and delays in patient care. The management team standardized and automated specimen processing, cross-trained staff, and automated result verification. They are now a centralized laboratory for other Department of Health Services facilities. Benefits include enhanced staff productivity and satisfaction, improved efficiency, and faster turnaround time, resulting in an estimated annual cost savings of \$748,150.

Chair Leadership Award

Cynthia Banks, Director of Community and Senior Services, received the Chair Leadership award. Banks leads by example, embracing new technologies, advancing collaborative efforts, and achieving excellence. She has contributed personal and organizational leadership to a department that prides itself on increasing revenues, reducing costs, training staff, and trying out new ideas. She demonstrated outstanding leadership in her ability to develop community partnerships, leverage County funding, identify best practices, and improve services.

Productivity Manager of the Year Award

The Productivity Manager of the Year award went to Cheryl Guinn who has been with the Managers’ Network since 1990. She assumed leadership roles on the Executive Committee, the Productivity Investment Board Advisory Committee, and Co-Chaired the Productivity Managers’ Network and Productivity Awards Program.

For further information, contact the Quality and Productivity Commission at (213) 974-1361 or visit <http://qpc.co.la.ca.us>.



Honoree Cynthia D. Banks is flanked by Commission Chair William A. Sullivan and Chief Executive Officer William T. Fujioka.

Retirees

Congratulations to the following employees who are joining the ranks of the retired after their service to the residents of Los Angeles County:

45+ Years:

HEALTH SERVICES: Minnie L. Johnson, Norma R. Stewart
PROBATION: Joyce Rice

40+ Years:

CHIEF EXECUTIVE OFFICE: Kathleen J. House
COMMUNITY & SENIOR SERVICES: Brenda J. Sapp Pradia
HEALTH SERVICES: Robert D. Delgado, James Hazard Jr., Milton H. McClure, Algertha Rivers, Manuel Suarez, M Cristina Valadez, Yolanda G. Vega
INTERNAL SERVICES: Gloria J. Nicholson, Charles Tankersley
PROBATION: Rahman M. Shabazz
PUBLIC HEALTH: Kathryn S. Darnell, Guillermina Maranon
PUBLIC SOCIAL SERVICES: Martha J. Fasola, Samuel M. James, Jr., Lillian Sharif
REGISTRAR-RECORDER/COUNTY CLERK: Joe T. Edwards
SHERIFF: Ben Cariaga

L. Scott-Becerr, Sarah T. Shields, Saundra Whitfield, Magda Youssef
INTERNAL SERVICES: Catherine L. Castro-Villa
MENTAL HEALTH: Sossy Semerdjian, Lillie M. Tatum
PROBATION: Joseph Barbosa, Norma Castillo, Michael A. Williams
PUBLIC HEALTH: Deloris Artis, Marsha Swift
PUBLIC SOCIAL SERVICES: Betty Coleman, Sergio C. Cuaresma, Beatrice L. Grant, Rosemary Mason, Samuel Obadia, Sandra L. Oliver, Barbara A. Rill, Mary L. Rosales, Serpouhi Tatoulain
REGISTRAR-RECORDER/COUNTY CLERK: Rosemary Starks
SHERIFF: Kenneth J. Coon, Caroline Espinoza, Landon M. Johnson
SUPERIOR COURT: Linda Fisher, Rita S. Grier

25+ Years:

30+ Years:

BEACHES & HARBORS: D. W. Schumaker
BOARD OF SUPERVISORS: Rosalie Herrera
CHIEF EXECUTIVE OFFICE: Miles Gibson, Maurice F. Salama, Jane M. Tsukamoto
CHILDREN & FAMILY SERVICES: Sophia S. Lee Ng
FIRE: Charlie Iglesias, Timothy P. Maccabe
HEALTH SERVICES: Delmira Ayarza, Marie Bradshaw, Kunchraj Butapetch, Denise C. Byrd, William E. Dominguez, Ruben R. Espino, Fidel M. Francisco, Michael S. Heyn, Virgil L. Jones, Susan L. Kelly, Teresa C. Mathis, William McCormick, Patsy A. McGee, Ida L. Minjares, Gloria J. Mitchell, Bonnie Mosley, Adele B. Perez, Ronald C. Phelps, Linda S. Prigmore, Constance Rasool, Patricia

CHILDREN & FAMILY SERVICES: Maria Najera, FE Ostrowski, Rhonda D. Wilson
FIRE: Bradley G. Schmidt
HEALTH SERVICES: Mary Abbott, Matilda D. Fraire, Amporn Kotchavong, Rory M. Linear, Nghia V. Ngo, Sarasamma Prabhakaran, Nancy Rodriguez, Shirley A. Satterwhite, Pourandokht Tabatabai, Joy C. Tsoi, Evelyn Valdez, Panukorn Vasinrapee, Hiroshi Wakamoto, Betty L. Washington
MENTAL HEALTH: Conchita Dela Torre
PROBATION: Terry M. Cardenas, Brenda J. Kelly
PUBLIC SOCIAL SERVICES: David E. Morales, Agustin C. Villegas, Thuong Vuong
PUBLIC WORKS: Robert Parsons
SUPERIOR COURT: David W. Adams

Share It

Military Members More Than Just Average Consumers

Consumer Affairs reminds military families about the Servicemembers Civil Relief Act, which offers extra consumer rights

As we honor the men and women in uniform for their brave service to our country this month, the Department of Consumer Affairs wants to remind our active military members and their families of their special consumer rights according to the Servicemembers Civil Relief Act (SCRA).

SCRA offers legal protections for active members of the Army, Navy, Air Force, Marine Corps and Coast Guard. This includes Reserve, National Guard and Air National Guard personnel on active duty. SCRA was enacted so military members can concentrate on their jobs, not their financial obligations back home.

The basics of this law dates back to the Civil War. It was first formally put into law as the Soldiers and Sailors Civil Relief Act during World War I. It was rewritten in 1940 as World War II began and amended several times over the decades. Its latest major revision came in 2003 as America's soldiers went into battle in Iraq and Afghanistan.

SCRA is a complicated law with many different provisions. Consumer Affairs encourages active members of the military and their families to contact their military branch for complex legal cases.

Here are some of the added consumer rights as part of the Servicemember's Civil Relief Act:

Civil Lawsuits

If a servicemember on active duty is involved in a lawsuit, they can receive a stay from the judge for at least 90 days. Also, a court cannot enter a judgment against a military member on active duty unless a lawyer is representing them.

Rents and Leases

A landlord cannot evict a servicemember while they are on active duty without a court order in most cases. Even with a court order, the servicemember will get at least 90 days to make proper arrangements.

A servicemember on active duty can break a lease on their main residence. Also, if a servicemember is sent on active duty for six months or more, they can break an automobile lease and return their car if they make a request in writing.

Mortgages and Liens

A servicemember on active duty cannot have their home sold, seized or foreclosed upon without a court order.

Interest Rates

While a servicemember is on active duty and for six months after that duty is complete, the interest rate on debts, except for student loans, can be no more than 6 percent. A servicemember must request this in writing with their creditors.

Contracts

If a servicemember has a purchase contract and made at least one payment before going on active duty, that contract cannot be terminated and the property cannot be repossessed without a court order. This rule applies to car purchases.

The Department of Consumer Affairs thanks all our veterans for their service. We encourage them to know their consumer rights, particularly the SCRA for those on active duty. There are many other protections as part of SCRA. For detailed information, we encourage servicemembers to contact their military branch.

For general consumer information, contact the Department of Consumer Affairs at (800) 593-8222.