



CAO EMPLOYEE RECOGNITION PROGRAM

AWARDS CEREMONY

The Employee Recognition Program (ERP) Committee hosted an awards reception on Wednesday, April 5. David Janssen, Chief Administrative Officer, and Sharon Harper, Chief Deputy Administrative Officer, presented commendation certificates to employees nominated in three award categories: Service Excellence, Exceptional Teamwork and Outstanding Leadership.

Following the reception, at the department-wide meeting, David Janssen announced the award winners in each of the three award categories. Each nominee and team was evaluated on their ability to create a positive and motivating work environment and their ability to initiate and create solutions to solve priority assignments. All nominees typify the highest standards of the CAO and contribute significantly to the department's mission and goals.

Congratulations to all the nominees and award winners!

Nominees – Service Excellence

William Daryl Dancy, Personnel/Office Management



Daryl's outstanding interpersonal skills and ability to work well with others has significantly benefited the department in his role as the manager responsible for multiple department-wide functions. His responsibilities include: procurement, mail room, surplus coordinator, vehicle coordinator, departmental emergency coordinator, telephone coordinator and voice mail. To ensure continuity throughout the department in the handling of these assignments, he takes the initiative to find resources and develops working relationships to anticipate the customer's needs. Daryl works well with others to solve problems and does his best to anticipate problems while responding quickly to issues before they become critical.

Eileen Fitzgerald, Executive Office



Eileen is responsible for maintaining the controls for the department assignments received from Board offices. She responds to hundreds of phone calls and maintains the official record keeping function of the executive office. This is critical to the ongoing historical record for correspondence generated and signed by the Chief Administrative Officer. Eileen demonstrates daily the qualities of service excellence. Staff who work in the CAO Executive Office are a reflection of the departments leadership and Eileen is no exception. The CAO constantly receives compliments from other department staff and agencies outside the County about the excellent service she provides. The CAO is confident of her abilities to perform any job asked of her with professionalism and excellence.

Dr. Robert Goldberg, Risk Management – Occupational Health



Through his knowledge of current best practice medical standards and his ability to communicate those standards to employment issues, Dr. Goldberg has developed an excellent working relationship with County departments. His can-do attitude and professionalism has positively influenced the occupational health program. His focus on customer service has promoted interaction and accountability for improved quality with department and clinic customers. He strives for perfection and does not accept anything less.

Cheryl Turkal, Risk Management – Occupational Health



Cheryl is the Workers Compensation Rehabilitation Specialist and a unit supervisor. She and her staff have been working on updating the Medical Provider Network in accordance with State regulations. More than 40,000 providers are available to the County whenever workers compensation cases are filed. This network results in expediting treatment to injured workers, helps to hold down medical costs, and assists the injured workers to return to work. This program can potentially save the county thousands of dollars in early retirement savings.

Nominees - Outstanding Leadership

Nina Arbet Brandt, Risk Management – Occupational Health Programs Unit



Nina demonstrates great leadership while training staff about the latest contracts, new contract clinics, and ensures that guidelines and procedures are followed. Nina is a quick study and always supports administration with all new programs. Nina is a perfect role model, a professional who exhibits great rapport with staff and demonstrates a high degree of adaptability in all situations.

Jonathan Freedman, Intergovernmental Relations – Policy Analysis Division



Jonathan is responsible for heading IGR Legislative Policy Analysis. His team reviews and analyzes more than 1,000 bills and recommends County positions on roughly 200 bills. Jonathan works with

County departments to develop recommendations on legislative policies and positions that address County programmatic and funding needs. He handles important and substantial work for the County, a responsibility he fulfills at the highest level with intelligence, diligence, and ethical standards. Jonathan promotes teamwork in building consensus and consistency, while ensuring that discussions and policies are implemented. He is knowledgeable, creative, energetic, thoughtful, approachable and engaging.

Nominees - Exceptional Teamwork

eCAPS Budget Preparation Team:



Brendan Minh Chu
Duke Doan
Anna Hom-Wong
Sid Kikkawa
Lisa Lee
Tope Okusanya
Angela Schiller
Denny Sunabe
Jose Torres
Jackie White
James Vu

Members from the CAO Budget and Operations Management and Information Technology Services worked closely to ensure the County met its obligations under the eCAPS Budget Prep System contract. The team shared tasks equitably. Three members concentrated on training and developing step-by-step instructions, four staff focused on developing reports, and all members worked on report testing. These team members displayed commitment and dedication in getting the job done. Team members showed innovation and leadership skills while developing this new road map.

This initiative and commitment was critical in ensuring the implementation of a major new system in a very short time frame.

Facilities Design Section:



Efrain Escalante
Desiree Guzzetta
Sanjay Jaswal
John Li (not pictured)
Bob Powell
Yuling Wong
Vince Yen

The Real Estate Division includes a highly specialized group of architects, space planners and building inspectors in the Facilities Design Section. The team prepares preliminary plans and specifications, including furnishings for build-out of tenant improvements in space to be occupied by the County. Projects under construction are inspected for quality control to assure the County is receiving what it is paying for, and all specifications are being met. The team clearly goes beyond anticipating the needs of County departments; they are instrumental in having the departments “think outside the box” and getting where they need to be in articulating their facility requirements. The overall collaborative team effort from start to finish is essential to achieve the desired results and requires clear communication and mutually understood expectations. Multi-tasking, working hard and smart, keeping up with the changes and trends in design, code requirements, furnishings, and color all greatly contribute to the success of their projects.



Daryl Dancy (Personnel Services/Office Management) receiving *Service Excellence Award* from David E. Janssen



Jonathan Freedman (IGR-Legislative Policy Analysis) receiving *Outstanding Leadership Award* from David E. Janssen



Facilities Design Section (FAMB-Real Estate Division) receiving *Exceptional Teamwork Award* from David E. Janssen



**Employee Recognition Program
Instant Recognition – Shining STAR**

Shining Star is an employee instant recognition program that gives CAO employees the opportunity to be acknowledged for a job well done with a simple thank you from their peers.

Giving recognition by email is as Easy as 1, 2, 3

1. Identify an employee who deserves recognition for a job well done
2. Click on the mail icon (pre-populated email form on the CAO ERP Internet site)

3. Write a brief acknowledgement message in the body of the e-mail. Fill in the name of the employee. A copy of the email will be sent to the ERP mailbox.
4. The acknowledgement will be verified; a cc will be sent to the supervisor and personnel.
5. The individual name will be listed in the CAO newsletter.

