



CAO EMPLOYEE RECOGNITION PROGRAM

David Janssen, Chief Administrative Officer and Sharon Harper, Chief Deputy Administrative Officer, along with the Employee Recognition Program (ERP) Committee hosted a reception honoring *Service Excellence* and *Outstanding Leadership* nominees on Wednesday, August 10. *Service Excellence* nominees were recognized for providing customers (internal or external) with easy access to quality information and services that are both beneficial and responsive. *Outstanding Leadership* nominees were recognized for advancing departmental or countywide initiatives through leadership.

Following the reception at the department-wide meeting, David Janssen announced the award winners in each of the two categories. **Loren Clapp**, Intergovernmental Relations Branch, Public Affairs, Graphic Arts was recognized as the Service Excellence award recipient. **David Dijkstra**, Office of Unincorporated Area Services and Special Projects, was recognized as the Outstanding Leadership award recipient.

Congratulations to all the Service Excellence and Outstanding Leadership nominees and award winners! The ERP committee looks forward to the next award ceremony at our department-wide meeting in December. Please visit our website: <http://cao.co.la.ca.us/erp>

Service Excellence Award Winner

Loren Clapp, Intergovernmental Relations Branch, Public Affairs, Graphic Arts

Loren is relied upon to produce an immense workload with challenging time frames. In March alone, he completed 60 graphic arts assignments of varying degrees of complexity. The Board staff frequently imposes quick turnaround requests, requiring Loren to remain flexible and capable of adjusting his schedule on short notice to deliver on time. Deadlines cannot be extended, so Loren does whatever is necessary to meet those deadlines. The publications designed by Loren provide a positive image of the County and reflect the products of an employee who is talented, caring and creative. The publications reflect the County at its best. Loren handled the historical research in the development of the draft designs for the new County seal, producing numerous prototypes and working directly with the CAO. Ultimately, the seal was adopted by the Board.



Outstanding Leadership Award Winner

David Dijkstra, Office of Unincorporated Area Services and Special Projects

David has developed a superb team of professionals who are recognized for their work ethic, competence, quality products and the ability to facilitate diverse groups from County departments to private sector partners. David is always thinking proactively about how to meet customer needs whether the customers are residents of a specific unincorporated community, a team of county employees, or a work group of public and private sector partners. He is excellent at strategizing how to overcome obstacles; and he unfailing takes initiative for developing and presenting potential solutions. He has an unwavering commitment to quality service and work products that are both personal and sincere.



Nominees for Service Excellence

DONALD CAMPBELL, Office of Emergency Management



Don is responsible for establishing and maintaining extensive data about critical infrastructure and facilities on the County Emergency Operations Center GIS system. He incorporates the data into Emergency Management Geographic Information Systems, produces standard maps and shares the final products with County departments. His attention to detail and commitment to accuracy are continually reflected in the quality of GIS data and the maps he

produces.

DOROTHEA PARK, Office of Unincorporated Area Services and Special Projects



Dorothea coordinates a team of professionals to develop intra and interdepartmental protocols and MOUs. These protocols and MOUs create a more responsive, collaborative approach in addressing the needs of elder and dependent adults that utilize licensed and unlicensed residential facilities. Dorothea has become a subject matter expert not only in terms of interdepartmental roles with respect to these adult care facilities but on a wide range of County Code Enforcement issues. She has become the person which key departments and Board offices immediately contact when these issues arise.

GILES QUAN, Budget Services

Giles provides guidance to other CAO units in the implementation and coordination of new procedures and systems for new programs and grants. Without his guidance and close monitoring of these grants, the programs would not meet all the implementation schedules and the grant report requirements. Giles is extremely knowledgeable in his field of budget and has an understanding of the fiscal aspect of the County accounting system. He is referred to as the “expert” on budget and fiscal issues.

LOREN CLAPP, Intergovernmental Relations Branch, Public Affairs, Graphic Arts



Loren is responsible for designing publications, programs, newsletters, invitations, flyers and exhibits primarily for the Board of Supervisors and the Chief Administrative Office. Loren never fails to provide quality designs and camera-ready artwork for requests from the Board offices. For the County’s exhibit at the State Fair, Loren developed the design, and traveled

to Sacramento personally to paint the colorful “Hollywood Bowl” background freehand. The display attracted the attention of a Sacramento Bee photographer, whose photograph of Loren painting the exhibit was featured in the newspaper the next day. Public image is always a concern of the County, and Loren is one of our best County ambassadors.

RENEE DUBYN, Employee Relations



Despite the sometimes high-pressure atmosphere in the office, Renee never gets upset. She just manages to handle everything calmly. She is able to coordinate the activities of seven analysts who are always out in the field, can track anybody down anywhere, and arrange a meeting at a moment’s notice. She is often confronted by angry employees, but never responds in kind to their ranting and raving. She demonstrates strong interpersonal skills working well in cooperating with others for the benefit of the organization.

JANE TSUKAMOTO, Budget and Operations Management Branch



Jane does not hesitate to work collaboratively with others to develop recommendations which mutually benefit all parties. Jane’s work often places her in potentially contentious and difficult situations because of the timelines associated with tasks that she must coordinate. She has always maintained professional standards. She is sensitive to the need to find a solution that works for all parties, and the importance this action plays in getting a quality end product.

Nominees for Outstanding Leadership

DAVID DIJKSTRA, Office of Unincorporated Area Services and Special Projects



David is a model to other staff in providing outstanding service. He displays the same unerring dedication to customer service and professional respect to everyone with whom he interacts, from staff, to department heads, to the public. David’s successful work with the Community Services Task Force, the Topanga Emergency Management Task Force, the Florence-Firestone Community Enhancement Team, implementation of 2-1-1 are examples of his special ability to foster team spirit, work ethics, and results, and sustained collaboration among disparate parties. He is an exceedingly competent

manager as well as being a low-key but very effective leader. He is a model of quality management, leadership and competence.

LORETO MALDONADO, Financial and Asset Management Branch, Real Estate



Loreto is a people person who is highly respected by her subordinates and co-workers. She is highly organized, knowledgeable, and has the ability to quickly analyze and solve problems. In addition to her budget expertise, she plays a key role in the development of asset management principles currently in use by the County.

LARI SHEEHAN, Service Integration Branch



Lari is a self-described “people person” and the accuracy of that description becomes abundantly clear to anyone who spends any amount of time with her. She began managing the Service Integration Branch in May, 2004 and immediately won over the Branch employees as well as the myriad of outside agencies, departments, community groups, etc. with which SIB interacts. Lari contributes to the success of the organization by providing the leadership and guidance necessary to accomplish and exceed the Service Integration Branch’s organizational goals. Through her capable strategic planning efforts, the employees of SIB know where the organization is expected to go and the interim steps staff need to perform to achieve the goals. Lari is a bridge builder, a role model and a leader.

CHERYL TURKAL, Risk Management Branch, Occupational Health



Cheryl is extremely effective working complex issues through to resolution. She effectively interfaces with Third Party Administrator Adjusters, departments, employees and outside Counsel to resolve issues and gain outcomes. She is relied heavily upon the County for her knowledge of Vocational Rehabilitation regulations and plans. Her work is rarely challenged and the quality of advice and delivery is always excellent. Cheryl possesses technical knowledge and is learning to incorporate other issues that have been barriers to the successful placement of employees to the worksite. Her “can do attitude” is contagious.

IAN WHYTE, Office of Emergency Management



Ian excels in his ability to lead diverse groups to common goals through logic and diplomacy. He enhances the County's ability to respond to disasters by conducting extensive review and analysis of exercises and their lessons and by implementing changes. Ian is a consummate professional. He maintains a level of calmness and approachability which benefits the entire OEM team during emergency situations. Ian is someone that should be emulated by others for both his work ethic and his leadership traits.

