



County of Los Angeles *The HR Report*



FALL 2009 ISSUE

A publication of the County of Los Angeles Department of Human Resources

“To Enrich Lives Through Effective And Caring Service”

County of Los Angeles Strategic Plan Goals

Operational
Effectiveness

Children, Family and
Adult Well-Being

Community and
Municipal Services

Health and Mental Health

Public Safety

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Annual Enrollment is October 1-31!

Introducing www.mylacountybenefits.com

We are pleased to introduce a new benefits Web site;
www.mylacountybenefits.com

Mylacountybenefits.com has everything you and your family needs to access benefits information whenever and wherever you need it. The new Web site features online tutorials providing you and your dependents with step-by-step audio-visual presentations to educate you on your benefits and how to get the most out of them. Online calculators will help you determine health care or dependent care costs and how much you may want to set aside in a Health Care or Dependent Care Spending Account to reduce your out-of-pocket costs each year.



Best of all, the site gives you access to detailed information and tools seven days a week, 24 hours a day. You'll always have the information you need at your fingertips.

BENEFITS
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Human Resources Mission Statement

VISION

Employer of Choice

MISSION

Enhance the delivery of public service through the recruitment, retention and development of employees committed to quality performance.

VALUES

- Accountability
- Can-Do Attitude
- Compassion
- Customer Orientation
- Integrity
- Leadership
- Professionalism
- Respect For Diversity
- Responsiveness

Event Ticker

Healthy Connections Seminars

Hall of Administration
Room B-62
Noon to 12:50 p.m.

Oct 22 - Diabetes Awareness
by CIGNA

Oct 29 - Breast Cancer by
Blue Cross

Nov 19 - Healthy Holiday
Survival Guide by PacifiCare



C-BEEP



C-BEEP: A Partnership Based on Community Service

The Community-Based Enterprise Education Program (C-BEEP) is managed by the Department of Human Resources. A Countywide internship program, C-BEEP began as a pilot project between the County of Los Angeles and California State University, Northridge. The general mission of C-BEEP is threefold:

- To offer a multi-disciplinary program of study for understanding the role local government plays in the betterment of community life
- To prepare students for entering the workforce, and
- To afford County departments the opportunity to continue to provide quality service to the County's vast population.

C-BEEP was unanimously adopted by the Board of Supervisors in 1996, under a resolution brought in by Supervisor Zev Yaroslavsky. "This is a win-win situation for the students, for the university and for the County taxpayers. These students are gaining real-world experience in public service and earning credit towards graduation, while County government benefits from a bright, motivated and select pool of youthful talent," Supervisor Yaroslavsky said.

Initially, the program began with 24 students. For fiscal year 08-09, 415 students expressed interest in the program. Of the 415 students, 259 were placed in internships and 184 completed the program. They worked as interns in various County departments such as the Board of Supervisors, Probation, Parks and Recreation and Sheriff's.

The increasing popularity of forensic science has caused a surge of interest among college students. The Chief Executive Office, the Department of Human Resources and the Sheriff's Department have worked together to implement the Crime Laboratory Internship Program at the new Hertzberg-Davis Forensic Science Center Crime Laboratory which affords qualified students the opportunity to work as C-BEEP interns. Assigned duties vary and may include the preparation of chemical reagents and evidence collection kits. In addition, interns observe Criminalist and Forensic Identification Specialists examining evidence or testifying in court, or help with routine laboratory and office related tasks. The County will not only broaden a student's understanding of the field of forensic science but provide opportunities for a future career in civil service. For fiscal year 08-09, 16 students were placed as Forensic Science Interns and one was hired as a Forensic Lab Technician.

With many students involved in C-BEEP, the program has accumulated over 10,000 intern hours in the Probation Department alone. Considering the need for boosting the future career prospects of students, the program has been extended to include other colleges and universities in the County of Los Angeles, such as UCLA, USC, CSULA and CSULB among others.

If your department needs additional information on C-BEEP and/or would like to participate in the program, please contact the Department of Human Resources at (213) 639-6352 or by e-mail at interns@hr.lacounty.gov. You can also visit our Web site at <http://dhr.lacounty.info>. C-BEEP, a partnership based on community service, continues to enrich the lives of students, the County of Los Angeles and the public we serve.

BENEFITS

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Mylacountybenefits.com is arranged in three sections:

- **My Benefits** has detailed benefit summaries to help use your plans to the fullest, facts on eligibility and enrollment to guide you when you are ready to enroll, contact information for all health plans and online resources to help you find doctors and dentists in your plan network.
- **My Health** has links and information on wellness programs, calendars for wellness fairs and webinars, archives of wellness newsletters.
- **My Tools** has access to the benefits enrollment system, calculators for the Health Care and Dependent Care Spending Accounts, and audio visual tutorials.

Please note - the online audio-visual tutorials will require installation of Adobe Flash 10 software. The new Web site will serve as the gateway to the enrollment system www.buckhrsolutions.com/countyla.

The screenshot shows the MyBenefits website interface. At the top, it says "WE ARE THE COUNTY OF LOS ANGELES" and "welcome". Below this, there are three main navigation buttons: "my BENEFITS", "my HEALTH", and "my TOOLS". A "quick LINKS" section is visible on the left, listing "Enroll Here", "Summary Plan Description", "Flexible Spending Accounts", and "MedLife". The main content area features a "2009 FSA Tax Savings Calculator" with input fields for tax status, family members, annual income, and health care expenses. A table below the calculator compares "Without FSA" and "With FSA" scenarios across various income and tax categories.

	Without FSA	With FSA
Annual Income	\$0	\$0
Pre-tax Contribution	\$0	\$0
Health Care FSA	\$0	\$0
Dependent Care FSA	\$0	\$0
Taxable Income	\$0	\$0
Federal Income Tax	\$0	\$0
Take-home pay	\$0	\$0
After-tax Health and Dependent Care Expenses	\$0	\$0
Final take-home pay	\$0	\$0
Estimated increase to take-home pay with FSA		\$0

Last day to enroll - Saturday, October 31

The Employee Benefits Hotline will be open on Saturday, October 31, 2009, from 8 a.m. to 4 p.m. Representatives will be available to assist employees seeking information or help with enrolling on the last day of enrollment.

On March 3, the Board of Supervisors approved the third update to the County Strategic Plan. The plan includes the County’s mission statement and strategies for reaching identified goals. For more information detailing the plan, please visit http://file.lacounty.gov/lac/cms1_126294.pdf. For a copy of the new Strategic Plan, please visit http://file.lacounty.gov/lac/cms1_113815.pdf. Please be sure to update your files.

County of Los Angeles *Strategic Plan*



County Mission

- **To enrich lives through effective and caring service**

County Values

Our **philosophy** of teamwork and collaboration is anchored in our shared values:

- **Accountability** — We accept responsibility for the decisions we make and the actions we take.
- **Can-Do Attitude** — We approach each challenge believing that, together, a solution can be achieved.
- **Compassion** — We treat those we serve and each other in a kind and caring manner.
- **Customer Orientation** — We place the highest priority on meeting our customers’ needs with accessible, responsive quality services, and treating them with respect and dignity.
- **Integrity** — We act consistent with our values and the highest ethical standards.
- **Leadership** — We engage, motivate and inspire others to collaboratively achieve common goals through example, vision and commitment.
- **Professionalism** — We perform to a high standard of excellence. We take pride in our employees and invest in their job satisfaction and development.
- **Respect for Diversity** — We value the uniqueness of every individual and their perspective.
- **Responsiveness** — We take the action needed in a timely manner.

Strategic Plan Goals

- 1. Operational Effectiveness:** Maximize the effectiveness of the County’s processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.
- 2. Children, Family and Adult Well-Being:** Enrich lives through integrated, cost-effective and client-centered supportive services.
- 3. Community and Municipal Services:** Enrich the lives of Los Angeles County’s residents and visitors by providing access to cultural, recreational and lifelong learning facilities programs; ensure quality regional open space, recreational and public works infrastructure services for County residents; and deliver customer oriented municipal services to the County’s diverse unincorporated communities.
- 4. Health and Mental Health:** Improve health and mental health outcomes and efficient use of scarce resources, by promoting proven service models and prevention principles that are population-based, client-centered and family-focused.
- 5. Public Safety:** Ensure that the committed efforts of the public safety partners continue to maintain and improve the safety and security of the people of Los Angeles County.

Gloria Molina
Supervisor, First District

Mark Ridley-Thomas
Supervisor, Second District

Zev Yaroslavsky
Supervisor, Third District

Don Knabe
Supervisor, Fourth District

Michael D. Antonovich
Supervisor, Fifth District

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Administrative Changes to the Pension Savings Plan

During this year, Great-West Retirement Services (Great-West) became the Third Party Administrator (TPA) for the Pension Savings Plan (PSP). All part time, seasonal and temporary employees participate in PSP in lieu of Social Security or LACERA. There are currently 7,569 active participants and a total of 28,965 participant accounts in the plan.

PSP participants can now view their accounts online and will be able to make deferral changes, beneficiary designations and distribution requests directly through Great-West. Plan participants received additional information including forms, plan information and an introduction to Great-West access directly at their home address in December.

Similar to the procedures for the Horizons plan and the Savings plan, all participant interaction should now be directed to Great-West. The Plan service center phone number is the same as for the other plans, (800) 947-0845, as is the plan's Web site www.countyla.com.



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Employee Wellness Fairs

Wellness Fairs are sponsored by the Joint Labor Management Advisory Committee on Productivity Enhancement. In 2008, a record breaking seven Fairs were held throughout the County. A total of 3,430 employees attended the Wellness Fairs — a huge increase over the 2,100 attending the four 2007

Fairs. Wellness Fairs can help save lives! At the 2008 Wellness Fairs, an alarming number of employees were identified as having elevated blood pressure levels and/or high glucose levels. Over 600 employees were identified with immediate health concerns compared to only 162 in 2007! At the Fair, if an employee receives screening results indicating an abnormal read, the employee is advised to immediately contact their physician.

Employee Wellness Fairs are the perfect place to check on your health by receiving free health screenings and wellness information. County and Union sponsored medical and dental carriers provide valuable health screenings such as blood pressure and glucose (blood sugar) checks, Body Mass Index (BMI), Dermascan, vision and oral health. Also, the Employee Assistance Program, the Office of Women's Health, and the Joint Labor Management Committee on Office Ergonomics offer a variety of wellness tips and information. These screenings not only create awareness of your health but can help discover health problems and risks in people who may not know they have them.

Have you checked your health status lately? Don't delay; it's best to know now rather than later.



Updates to the Online Test Preparation System

The Department of Human Resources' Test Research Unit (TRU) works to ensure that the County's examination program effectively and efficiently assesses job candidates' qualifications. To advance this goal, the TRU developed the Online Test Preparation System as a self-serve tool to help candidates prepare for written tests and interviews. The system contains interactive practice tests and subject review guides. Since last covered in the *HR Report*, the Online Test Preparation System has been enhanced with the following resources:

- √ Customer Service Guide – Introduces fundamental techniques for approaching customer service interactions and resolving concerns.
- √ Interview Guide – Provides information on how to prepare for an interview.
- √ Mechanical Aptitude Guide – Introduces the basic concepts of mechanical aptitude.
- √ Office Practices Guide – Introduces basic practices for managing office assignments, time, documents, and resources.
- √ Statistics Guide – Introduces statistical terminology, scales of measurement, and calculations.

As the examination program expands, the Online Test Preparation System will continue to provide job candidates with resources to help them prepare for the examination process. New content will be added to include updated Reading Comprehension practice tests and subject review guides on English Usage and Principles of Supervision.

With over 921,000 visits since its November 2003 launch, the Online Test Preparation System has been well-received and has been shown to be a positive influence in increasing test-taker's confidence. As one candidate wrote,

"I wanted to thank your organization for the materials you provided online in preparation for employment interview with the County of Los Angeles. The information is useful to me and helped reduce anxiety about the process... Thank you."

The Online Test Preparation System is available on the Department of Human Resources Web site, <http://hr.lacounty.gov>, by clicking on *Career Opportunities* and then *Employment Test Preparation*. Questions and comments regarding the system may be directed to testprep@hr.lacounty.gov.

Job Opportunities Web site Has a New Look

The County of Los Angeles has been updating its Job Opportunities Web site <http://dhr.lacounty.info>. For the next few months, you will notice a temporary job search page on the DHR Job Opportunities Web site.

Job seekers will be prompted to click on two links to search for all County job opportunities:

- The public will click on the “Non-County Employees” icon to search for Open Competitive opportunities;
- County employees will click on the “County Employees” icon to search for Open Competitive, Promotional Opportunities and Transfer Opportunities.

Be sure to click on both Job Search 1 and Job Search 2 to ensure that you’ve made a complete search for all County opportunities.



Departments are gradually moving their job bulletins onto the new system. In the new system (Job Search 1), users will experience easier navigation to search and apply for jobs on-line.

Job seekers using the new Web site will notice additional functionality such as the ability to track the status of their application. Once a job seeker establishes an account, he/she can return to apply for additional opportunities using their information stored in the system. New features will be added during the next 18 months.

For more information about this exciting project, go to the eHR Web site, <http://ecapsweb.co.la.ca.us/phase3/eHR/index.asp>.

HR Professional Associations and Calendar of Events

7th Annual California Workers' Comp Forum

(800) 942-4494 www.cawcforum.com

October 28-30 - Huntington Beach, CA

State of California Division of Workers' Compensation

www.dir.ca.gov

International Public Management Association for Human Resources (IPMA-HR)

(703) 549-7100 www.ipma-hr.org

Webinars:

November 13: IPMA-HR Benchmarking Survey Results

Events:

October 21 - Managing Employee Performance as an HR Business Partner Online Class

Southern California Public Management Association - Human Resources (SCPMA-HR)

(562) 432-8649 www.scpma-hr.org

Public Agency Risk Managers' Association (PARMA)

(888) 412-5913 www.parma.com

February 16-19, 2010 - 2010 PARMA Conference "PARMA – Full Steam Ahead!" Sacramento, CA

Western Region IPMA-HR

(480) 312-7679 www.wripma-hr.org

Please visit,

<http://www.wripma-hr.org/Conference2009/Conference%20Speakers09.htm> to get copies of presentations from the 2009 conference held in Denver, Colorado

April 28-30, 2010

2010 WRIPMA-HR Conference at the Sheraton San Diego Hotel & Marina - San Diego, CA

Federal Mediation & Conciliation Service (FMCS)

(714) 327-1660 www.fmcs.gov

Personnel Testing Council of Southern California (PTC-SC)

www.ipmaac.org/ptcsc/

American Society for Public Administration (ASPA)

(202) 393-7878 www.aspanet.org

American Society for Training & Development (ASTD)

(703) 683-8100 www.astd.org

October 30-31 - ASTD Chapter Leaders Conference Crystal Gateway Marriott - Arlington, Virginia

January 27-29, 2010 - ASTD TechKnowledge® 2010 Las Vegas, Nevada

May 16-19, 2010 - ASTD 2010 International Conference and Exposition, Chicago, Illinois

Society for Human Resources Management (SHRM)

(800) 283-SHRM www.shrm.org

October 19-21 - SHRM Diversity Conference & Exposition

Sheraton San Diego - San Diego, California

October 19-21 - California Legislative Conference Sheraton San Diego, San Diego, California

Professionals in Human Resources Association (PIHRA)

(213) 622-7472 www.pihra.org