

CONGRATULATIONS

DCFS ALL STARS

DIRECTOR'S EMPLOYEE RECOGNITION AWARD WINNERS

April 2010

Outstanding Direct Service Staff

Yoko Parsons, SCSW

Pasadena

Yoko Parsons is currently a Supervising Children's Social Worker in the Pasadena office Asian Pacific Program (APP). APP CSWs are for the most part vertical case-carrying workers; they are not only the ones that conduct investigations on a county-wide basis, but they may also be the ones that oversee the same child as part of an open Family Maintenance/Family Reunification/Permanency Planning case. In the last two years, Yoko has taken on the responsibility of guiding her unit in handling only Emergency Response duties. This has proved particular important given the shift in focus on front end ER activities.

Yoko has volunteered to provide much needed extra assistance to her colleagues in the Pasadena office which is quite a task as she is physically located in the Covina Annex. She has provided coverage for other Pasadena ER SCSWs who are out of the office, lent extra assistance to the review and closure of referrals, and provided temporary coverage of the Pasadena ER Task Force (focusing on the oldest open ERs). On top of that, within the last month, she assumed responsibility for the equivalent of six caseloads worth of new ERs from Pasadena. All this means that she is constantly sharing time between two offices while ensuring that the work continues to be done in her headquarters office at the Covina Annex.

Yoko has always been committed to the goals of safety, reduced reliance on out-of-home care, as well as timeliness to permanency. Her work, especially her willingness to work with her peers, has gone above and beyond in this very difficult time. Congratulations to the April 2010 DERA winner for Outstanding Direct Services.

Outstanding Support Service Staff

***April Fountain, Sr. DPT, Classification and Compensation
Headquarters***

April Fountain consistently demonstrates commitment and professionalism in meeting the deadlines and goals of her section and the Department. Recently, DCFS Human Resources Classification and Compensation Section has been without two key staff and April has played a critical role by willingly assuming the assignments of those positions to ensure that the section does not have a backlog. There has been a steady increase of bonus requests and the reduced staffing issue could result in financial hardship to DCFS employees if the section is unable to process requests in a timely manner. April remedied the situation by organizing her current assignment workload and the assignments of the two absent staff to meet the deadlines and goals of the section and department.

She requires minimal instruction in performing additional assignments and is always courteous and helpful even when asked to work on special assignments. Her assignments are professional in presentation and rarely require revisions. Her recommendations are always supported by documentation and citations. Her assistance in assuming the additional assignments has been instrumental in processing Classification and Compensation requests in a timely manner. Her team player approach, commitment to section deadlines and department goals is admirable and deserving of the April 2010 DERA Award for Outstanding Support Service Staff.

Outstanding Team Staff

Emergency Response Command Post Troubleshooter Team

Judith Gamboa, SCSW

Paul Gomez, SCSW

Kathy Silva, CSW III

Bernice Toplin, CSWIII

The Emergency Response Command Post (ERCP) Troubleshooter Team is vital to the ERCP. The Troubleshooters serve as liaisons between the ERCP, Court, Intake and Detention Control (IDC), regional offices and the public. The team responds to a high volume of calls, inquiries, and requests, facing many challenges that require follow up when the majority of the ERCP staff are off shift. They approach this responsibility with great dedication and are committed to ensuring that the ERCP runs smoothly.

This team has great problem-solving abilities and is very knowledgeable in departmental policies and procedures and, in particular, those that relate to the ERCP. They are often called upon to review, analyze, and summarize a referral or case situation and provide a report or update to the requestor, which has

included the Director's Red Team, the ERCP Management and staff, Intake and Detention Control, and Court. The information they provide is pieced together from referrals or cases assigned to other CSWs. They all have handled this task efficiently, effectively, and in a timely manner.

Judith Gamboa and Paul Gomez have recently been promoted to Supervising Children's Social Workers but remain at the ERCP and lend their expertise supporting the newly assigned Troubleshooters, Kathy Silva and Bernice Toplin. The ERCP Troubleshooters are the glue that holds the ERCP together and we congratulate the entire team as the DERA winners for Outstanding Team Staff for April 2010.

**An Outstanding Colleague
Of Yours Could Be the Next Winner.**

NOMINATE Someone NOW!