

# CONGRATULATIONS

## DCFS ALL STARS

DIRECTOR'S EMPLOYEE RECOGNITION AWARD WINNERS

May 2009

### Outstanding Direct Services Staff

*Tori Frozina, Public Health Nurse*

**Palmdale Office (661- 223-4282)**

No less than six persons enthusiastically nominated Ms. Fronzia for this most important award. One wrote that "Tori has worked as a PHN with DCFS since 2006 with a heavy caseload – she completes more than 150 PHN consultations each month including the assessment of more than 30 children seen during home, office, hospital, or school visits. Over the past few months, with no decrease in workload, she has expertly trained a new PHN to the Palmdale office. "

In addition to her regular workload Ms. Fronzia volunteers to participate in PHN After-Hours phone consultation on both weeknights and week-ends to assist ERCP CSWs. She regularly communicates with the County HUBs, local medical providers, and internal staff to execute any needed services or arrange medical treatment. She participates in the Antelope Valley Best Babies Coalition, the High Desert HUB monthly meetings, and a workgroup responsible for revising and presenting the PHN portion of the CSW Core Academy training to new CSWs. Ms. Fronzia has lent her knowledge and experience to improving relations and training within the Department of Children and Family Services by acting as a presenter in Core Academies, F-rate certification and Foster Parent training classes.

She is very knowledgeable in her position as PHN for DCFS and she is very patient in answering any question that may arise. She always displays an open and "willing to help" attitude in dealing with her co-workers. Ms. Fronzia also has great compassion for the clients and children that are served by our Department. Her wealth of knowledge and experience with DCFS cases has allowed her to be a great resource for staff as well as her colleagues. Facing a challenge, whether it be in a lack of assistance, resources, or information has never dissuaded PHN Frozina from performing her duties with professionalism and compassion." For all this and much more, Ms. Tori Fronzia is honored as our May, 2009 recipient of the Director's Employee Recognition Award for Outstanding Direct Service Staff.

*There is no recipient for the May, 2009 Outstanding Support Services Staff Award.*

## **Outstanding Administrative Service Staff or Manager**

***Nancy Chess, CSA I***

**Adoptions Division (562) 903-5284**

Nancy Chess brainstormed and developed the idea of concurrent planning at its inception and has been working with Concurrent Planning for more than five years. Most recently, Nancy was involved in the creation, development, training and implementation of a centralized filing system for State acknowledgements needed after termination of parental rights (TPR). Prior to this centralized filing process, paperwork was processed by a TPR clerk in each office. The TPR clerk received information from a CSW after the CSW received information from the court. The handoffs were many, the paperwork cumbersome and the time involved in the completion of the process took months. The new centralized filing process utilizes a specialized unit of central filing staff in the Metro North Office. They are well trained and truly specialists in this process. The time for processing has moved from months to days and has a direct impact on the Department's goal of increased permanency. Until the acknowledgment is filed with State of California, the adoption process cannot move forward. Once the central filing unit absorbed the TPR filing work, each DCFS Office was able to release their TPR clerk from their role in this effort. This freed at least 16 clerical staff to be utilized in other important DCFS support areas.

Nancy is a leader. She is interested in overall process. She works closely with staff in her work. She was able to take an idea, work with staff at all levels, coordinate workgroups to develop the process. She then developed forms and communication between staff and worked with the chains of command to implement the process. She worked with State agencies to clarify some aspects of the acknowledgement filing. In honor of her efforts to shorten timelines to permanency, Nancy is named the May, 2009 DERA recipient for Outstanding Administrative Service Staff or Manager.

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

**NOMINATE Someone NOW!**