

# CONGRATULATIONS

## DCFS ALL STARS

DIRECTOR'S EMPLOYEE RECOGNITION AWARD WINNERS

### May 2011

#### Outstanding Direct Service Staff

*Theresa Davis, SCSW*

**Pasadena**

Theresa Davis, an SCSW in the Pasadena office is one of those supervisors who prevents her unit from becoming overwhelmed. When one of her workers was recently inundated with court reports and a detention, Theresa offered to go to Lancaster and Palmdale to complete 6 of the worker's visits for the month. Not only did this provide great relief for her CSW, it afforded Theresa the opportunity of meeting clients and caregivers face to face and understanding their specific needs. Theresa regularly makes these kinds of supportive gestures to keep morale high and reduce burn-out within her unit. She will often take reports to Court, sends Valentines to her unit, thanking them for their hard work, and plans unit meetings with the intention of helping the unit bond and strengthen. Theresa maintains a calm presence; her office door is always open for questions, consultation, and supervision needs.

In addition to supporting her workers, Theresa's leadership extends to looking out for the families they serve. She strives to ensure our families receive the best services possible and motivates her workers to be creative and not give up. On many cases, it has been Theresa's additional support and encouragement that allowed a family to succeed. Recently, Theresa recommended a TDM in which she met with the facilitator prior to the meeting to discuss a creative solution for a family that might otherwise have not reunified. The TDM was a perfect example of how the Department can motivate and empower a family to change—the mother has begun visiting her children again and is now participating in her Court ordered programs.

Theresa pushes her workers to go the extra mile for the children. For a child who dreamed of being a fashion photographer, Theresa facilitated the youth's application for the ASPIRE scholarship which the youth received.

In addition to being a staunch advocate for children, parents, and her unit members, Theresa participates in several Pasadena office programs including the Morale Committee and ACAC, a faith-based community organization that donates food, clothing, housing items, and presents for children in the system. She volunteers for the annual Celebration graduation for foster youth and many other DCFS sponsored events.

Her unit feels especially blessed to have such a compassionate supervisor, leader, and role-model who challenges them to be better social workers and think creatively in serving their families.

## **Outstanding Administrative Service Staff**

***Rochelle Johnson, Clerical Administrator***

**Adoption and Permanency Resources Division**

Rochelle Johnson has been the Clerical Administrator for the Adoption and Permanency Resources (ARPD) Division for the past ten years. During her tenure in this position with ARPD, she has constantly ensured the clerical support needs of ARPD are well covered. This can be challenging since ARPD is county-wide and co-located in the regional offices. Rochelle is a dependable leader, who time and time again, has demonstrated the ability to creatively utilize resources and address barriers in regarding clerical support staff and their duties. She oversees ARPD Clerical Central, which includes the critical Termination of Parental Rights (TPR) Filing Team and the Adoptive Placement desk, both essential in enabling children to achieve permanency through adoption. Rochelle's leadership was key in successfully centralizing the completion of TPR Filing documents by a small team of staff instead of forms being done in each of the regional offices. She also oversees the Adoption Assistants who prepare children's cases for adoption finalization and their supervisors.

Outside of her regular duties, Rochelle also has significantly demonstrated her service commitment on behalf of our children and families through her coordination of ARPD's highly successful annual holiday gift campaign. She has developed and retained a committee group of donors who through their generous contributions have ensured there are ample gifts for each child in adoptive planning to receive a special gift. In 2010, there was such a generous response that gifts were also shared with some of the regional offices. The requesting, receiving, organizing and distribution of gifts is a large undertaking, which Rochelle, along with her helpers, relishes each year and completes with a big heart. For many years, Rochelle has also taken on the role of Food Committee Chair for the adoption fairs that occur during the year, hosted by the Placement and Recruitment Unit (PRU). She has planned, organized, cleaned up, and sometimes, even cooked for the over 100 prospective adoptive families and children that attend each weekend event. She has been in charge of supervising, not just the committee staff, but also the women from longtime supporter Operation Children. This dedicated group raises money to pay for the adoption fairs and also volunteers their time. Rochelle ensures that each volunteer spends the day knowing how much their contributions to the children are appreciated.

Whether Rochelle Johnson is working as a Clerical Administrator or taking on the extra, behind the scenes work with the holiday gift project, or the adoption fairs, she is a worthy candidate for the DERA Award for Outstanding Administrative Service Staff.

## Outstanding Support Service Staff

*Delores Flannigan, Senior Clerk*

**Pomona**

Delores Flannigan is an extremely valuable member of the Pomona Office and the C-SAT, MAT, as well as the SLS team. Ms. Flannigan exceeds the accepted standards for the quantity and quality of work expected by her. Despite her heavy workload, she assumes the role of Clerical Supervisor when needed without hesitation. This task includes supervising 30-clerical staff members, and making sure the office functions are completed in a proper fashion. Due to the high volume of clients served by our office and the fast paced work environment, she often multi-tasks, treating everyone with respect never refusing to assist a co-worker whether they are in her section or not.

As a result of her outstanding work ethic, Delores is highly valued by her co-workers. One of her co-workers had this to say about her, "As always, I really appreciate Delores' assistance in helping me to provide the forty-two Indian notices that needed to be prepared for mailing before noon, although she was busy with her own work she saw that I was stressed trying to meet my deadline and offered to help me. She is always giving a helping hand when I and other staff members need it the most." Delores is a self-starter and adapts easily to new situations and because of this she is known in the Pomona office as Momma "D."

Dolores has a vibrant personality and a giving heart. She always goes above and beyond, eager to help staff in aspects of their job duties that they may have little knowledge in. According to another fellow co-worker, "we run straight to her for assistance, and believe you and me that she will never turn anyone down. She actually gets a kick out of helping others, and is willing to get down and dirty to solve the problem." For example, if the printer, photocopy or computer is not working, she will get down on her knees and check every area of that machine and literally take it apart just to make sure that it is running efficiently. Due to her vast knowledge of working with computers during her career, if any level of staff has a particular question to ask that does not warrant high-level computer tech assistance, she is "the go-to lady" and will literally sit down with you at your computer and show you how to solve your task. It is common knowledge that Delores will go to great lengths to keep the Pomona office running smoothly. She is a true asset to this department and very much worthy and deserving of the Director's Employee Recognition Award.

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