

CONGRATULATIONS

DCFS ALL STARS

DIRECTOR'S EMPLOYEE RECOGNITION AWARD RECIPIENTS

September 2008

Outstanding Administrative Staff Award

Carmen Abbott, Assistant Regional Administrator

ASFA Division

Ms. Carmen Abbott is a very dedicated and hard working Assistant Regional Administrator in the ASFA Division. Ms. Abbott has been highly effective in ensuring timely ASFA Assessments. When Ms. Abbott came to the ASFA Division, she was immediately given the assignment to close out almost 4000 late assessments. She worked a minimum of 14 hours a day at least 6 days a week to achieve this, much of it on her own time. Ms. Abbott jumped in and learned all about the ASFA Program. She is extremely knowledgeable, energetic and fair. She raised the bar in the ASFA Division. She will not ask her staff to do anything she won't do herself. Ms. Abbott goes above and beyond the call of duty on a daily basis.

Ms. Abbott is not only responsible for the supervision of nine offices; she has taken on the enormous task of criminal waivers for the entire County. There was a three month backlog of criminal waivers; Ms Abbott has been a key player in turning this 3 month backlog to 3 days

Ms. Abbott exemplifies what all managers should be. She will drop whatever she is doing to gather data and assist in completing Director or Board assignments. Due to the efforts of Ms. Abbott the ASFA Division has cleared up its backlog which has saved the department millions of dollars and ensured the safety of our children.

There is no manager more deserving of the September 2008 **DCFS ALL STARS** Director's Employee Recognition Award for Outstanding Administrative Staff then ARA Carmen Abbott.

Outstanding Direct Service Staff Award

Verlinda Ginn, Supervising Children's Social Worker

Palmdale Office

Verlinda Ginn is a Supervising Children's Social Worker who oversees six to eight Generic Children's Social Workers in the Palmdale office. Most of these

CSWs are newly hired staff. Ms. Ginn is very thorough, patient and considerate of her CSWs. She did an excellent job of training these newly hired staff. She is an excellent teacher who is very thoughtful and empathetic to how it feels to be in a new job with so many responsibilities. Ms. Ginn meets with these inexperienced CSWs at least one time weekly, and often daily to provide ongoing supervision and guidance. Ms. Ginn reviews each case that comes into her unit thoroughly before she gives it to her CSWs. She also includes a synopsis of the cases and a list of what the CSW needs to do on the case. This is particularly helpful to the new CSW in order for them to make sense of their new cases. Ms. Ginn is particularly well versed in Departmental policy, follows policy and procedure, and instructs her CSWs in them.

Ms. Ginn typically works a longer day than she is scheduled to work, often working late into the evening or taking work home. In fact, on two occasions recently when one of Ms. Ginn's CSWs went out on an extended medical leave, she made late night home visits to try to prove/disprove the allegations of mother's boyfriend (who had lost his own children to the system) was babysitting the children, while mother worked a late night job. In another recent event, Ms. Ginn was leaving the office at 9:00pm when she encountered in the parking lot a CSW from another office who needed supervisory assistance in detaining and placing some children who were in danger in their parents' home. Ms. Ginn brought the CSW back into the office, assisted her with the detention and placement of these children, which resulted in Ms. Ginn working until 2:00am. Ms. Ginn was at her desk the next morning to begin her 7:00am work day.

Ms. Ginn displays a pleasant, courteous, cheerful and professional disposition. She is respectful of her superiors and subordinates alike. She generally gets along well with others in the office and has formed cooperative working relationships with many other supervisors.

Ms. Ginn is very involved in the community in the Antelope Valley both through her church and through other community grass roots efforts. She is known to many community providers and enjoys an excellent relationship due to her professionalism and commitment. Ms. Ginn possesses firm values and ethics, all of which make her very deserving of the September 2008 **DCFS ALL STARS** Director's Employee Recognition Award for Outstanding Direct Service Staff.

Outstanding Support Service Staff Award

John Jackson, Intermediate Typist Clerk

Adoption and Permanency Resources Division, Torrance Office

Mr. John Jackson is an outstanding Intermediate Typist Clerk in the Adoption and Permanency Resource Division in the Torrance office. His colleagues feel very fortunate to have the privilege of working with an individual of Mr. Jackson's caliber. He has a quiet competence and professional demeanor and he amazes his colleagues by how quickly he can accomplish what appear to be monumental tasks (organization of large files, accurate copying of large quantities of disorganized files, transfer of large files to other offices or

suspense). He can accomplish a given task and have confidence that it will be done without any follow up needed. Mr. Jackson is able to keep in mind the various cases in the large load that his unit carries and respond to inquiries without resorting to a review of the files. He is reliably present and often facilitates communication between unit mobile workers and supervisors, another unit clerk and other unit members. He is extremely well-organized and maintains a calendar of all of the cases in his unit and accordingly provides his workers with minute orders without the workers having to request them. He is knowledgeable about the paperwork process and can assist in communication between different divisions within the adoption department. Mr. Jackson is also willing to help others outside his unit. He never says “that’s not my job” or “go ask your own unit clerk.”

In addition to his very busy job Mr. Jackson is in the process of getting his college degree and accordingly juggles many roles. Nevertheless, he always gets his work done quickly and accurately. He is a consummate professional with a fine character who undoubtedly will move beyond his current position to meet greater professional challenges in the service of Los Angeles County. Mr. John Jackson is a roll model and a very deserving recipient of the September 2008 **DCFS ALL STARS** Director’s Employee Recognition Award for Outstanding Support Service Staff.

Outstanding Team Award

Yvette Fierro , Diana Nguyen, Shan Huang, Rosa Robles, Michelle Trinh,, Yu Mei Wu, Jennie Mai, Le Phong Troung, Vivian Lopez, Yvonne Hwee
Court Liaison Support Staff

As a part of the Concurrent Planning Redesign regular reports are completed to track permanence for child clients. One aspect of the report requires that court data be entered onto CWS/CMS. In the past there were areas of data entry that were not completed which impacted the ability of the department to assess and adjust case practice and timelines to permanence. The Court Liaison Support staff worked with the Concurrent Planning Redesign team to address this data entry need. They went through training and began applying their skills right away. The reports that are currently generated using a data review system called the Concurrent Planning Permanency Log (CPPL) are complete because of the efforts of these staff. The department uses the CPPL reports to guide the concurrent planning process. Without the accurate data entry of the Court Liaison Support staff this would not be possible. The impact of their data entry will touch thousands of children’s cases in the DCFS system.

The Court Liaison Support staff are being honored with the September 2008 **DCFS ALL STARS** Director’s Employee Recognition Award for Outstanding Team for the quality of their data entry and their willingness to learn the new data entry needs and apply it to their work.

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

NOMINATE Someone NOW!
