



Department of the Month

Personnel Department



LEFT - RIGHT (Public Safety Bureau) Victoria Black, Sr. Personnel Analyst – 13 yrs; Arceo Ramos – 3 yrs; Gina Gonzalez, Sr. Clerk Typist – 2 Years; Letitia Day, Clerk Typist – 1 yr; Joanna Wood, Clerk Typist – 1 yr



FRONT ROW, LEFT - RIGHT (Exam Administration Demonstration) John Ramsay, Mgmt Analyst – 14 yrs; Curtis Watts, Mgmt Analyst II – 3 yrs; Cath Teoh, Mgmt Analyst II – 3 yrs; **SECOND ROW, LEFT - RIGHT** Janell Ishii Hata, Sr. Personnel Analyst II – 14 yrs; Mike Wheeler, Sr. Personnel Analyst – 4 yrs; Nancy Farra, Sr. Personnel Analyst – 13 yrs; **THIRD ROW, LEFT - RIGHT** Rochelle White, Mgmt Analyst – 2 yrs; Tyler Murakami, Mgmt Asst. – 2 yrs; Cynthia Carter, Sr. Personnel Analyst – 27 yrs; Back Row Keith Culling, Examining Supervisor – 25 yrs



Redina Puentes, Sr. Clerk Typist – 6 yrs



Ramona McCauley, Sr. Clerk Typist – 4 yrs (Public Safety Bureau)



Gloria Sosa, Chief, Recruitment Division – 18 yrs



Ann Marie Jones conducting class on "Civil Service for Supervisors"



Maria Lopez, Member Service Rep - 23 yrs (Employee Benefits Div.)



Laura Thomas, Recruitment Supervisor – 15 yrs



Apryl Galon Scanning multiple choice exams, Clerk Typist – 15 yrs (Central Services Division)

A Message From Margaret Whelan, General Manager

Personnel Dept: It's All About People

People both inside City government and outside frequently ask me, "What does the Personnel Department do?" But before you can answer that question, there is an even more important question, which is, "Why is there a Personnel Department at all?"

After all, the Personnel Department does not provide law enforcement, fire suppression, traffic safety, building safety, waste collection, library and recreation programs, or other essential public services that the residents of Los Angeles require to lead a quality life.

The fact is that all of the services of the City of Los Angeles are provided by employees. The Personnel Department has recruited, qualified and provided to the departments every single one of those employees who perform the direct public services to the residents of Los Angeles. So—without the Personnel Department, providing public services in the City of Los Angeles would be almost impossible.

Now, back to the question, "What does the Personnel Department do?" We recruit, test and rank candidates for City positions, providing City Departments with high-quality individuals for employment. Public safety recruitment and hiring is also a major focus, and we have worked closely, particularly with the LAPD, to streamline and improve these processes.

Our Occupational Health Services Division performs pre-employment and work-fitness medical and psychological examinations for City employees, and provides medical care at three jail facilities. We assist departments in complying

with equal employment opportunity policies and administer a citywide employee development and training program. We also administer the City's Flex Benefits Program for City employees, including medical, dental, disability and life insurance, as well as the Workers' Compensation Benefits Program.

Our goal is providing excellent customer service and improving our processes using creative solutions and innovative technologies. Over the past year, we've developed and implemented an on-line employment application. City Quiz, a computer-based, interactive training "game" was introduced

to City employees last fall. City departments also now have the ability to access an interactive website providing historical workers' compensation injury data.

We're also striving to meet the departments' needs through partnerships. The Clerk Typist Placement Program is a proactive referral of qualified candidates to all City departments by matching candidates' skills, interests and strengths with the requirements of vacant clerk typist positions. In collaboration with Councilmember Nick

Pacheco, Department of Recreation and Parks, and the Information Technology Agency, a City of Los Angeles Sexual Harassment Policy was recently produced and distributed to all City departments.

Those are just some of the things we do in the Personnel Department. And for those who have asked the question: Now you know, and thanks for asking!



Maggie Whelan
General Manager,
Personnel Department



LEFT - RIGHT (Public Safety Bureau) Elmer Romero, Sr. Clerk Typist – 14 yrs; Alex Drusts, Proctor – 1 yr



Marisela Torres – 19 yrs (Central Services Division)



Art Lewis – Senior Systems Analyst – 36 yrs (Workers' Compensation Division)



Maria Contreras, Proctor – 4 mos.



Isela Jurado, Sr. Clerk Typist – 4 yrs (Central Services Division)



Alicia Ordaz processing and scoring exams, Clerk Typist – 1 yr (Central Services Division)



LEFT - RIGHT Bruce Bernal – Personnel Research Analyst – 4 yrs; Lt. John McMahon, Foothill Detective – 14 yrs



LEFT SIDE OF TABLE (Front to Back) Daniel Wilson, Principal Workers' Comp Analyst (Civilian) – 7 yrs; Marian Porfirio, Workers' Comp Analyst – 1 yrs; Teresa Bambao, Clerk Typist – 4 yrs **STANDING** Lois Pace, Chief of Workers' Compensation – 15 yrs **RIGHT SIDE OF TABLE** (Front to Back) Donna Chatman, Sr. Workers' Comp Analyst – 22 yrs; Benjamin Reynolds, Principal Workers' Comp Analyst (TPA Unit) – 7 yrs; Carolyn McCullough, Return to Work Coordinator – 17 yrs; Bridget Talley, Principal Workers' Comp Analyst (Civilian) – 2 yrs

Department of the Month



Trina De Pedro, RN, BSN, OHN, Rehab Nurse / Case Manager – 3 yrs



Tom Coultas, Asst. General Manager – 23 yrs



Ted Farkas – (OHS Division) Pharmacist II – 28 yrs



LEFT - RIGHT Robert Harvey, Garage Attendant (GSD) – 10 years; Rosa Williams RN, (OHS Division) Occupational Health Nurse – 3 years



LEFT - RIGHT Doug Sallie, Custodial Service Attendant – 14 yrs; Rochelle Jordan, (OHS Division) Medical Technician – 14 yrs



Kisha Lewis (far right), Sr. Clerk Typist – 3 yrs (with expedited police officer candidates)



LaShonda Lipscomb, Clerk Typist – 2 yrs, fingerprinting the *Alive!* editor and Club C.O.O. John Hawkins



Marsha Brandon (RN COHN) (OHS Division) at the Hearing Test Chamber, Certified Occupational Health Nurse – 4 yrs



Johnnath Deth (demonstrating the "on-line" enrollment form), Clerk Typist – 2 yrs



LEFT - RIGHT Lillian Lovato, Clerk Typist – 17 yrs; Lam Ly-Tran, Clerk Typist – 14 yrs



LEFT - RIGHT Frank Lim, Personnel Records Sup – 15 yrs; Jae Anderson, Sr. Clerk Typist – 2 yrs; Nancy Villalobos, Proctor – 3 yrs; Dora Andarde, Clerk Typist – 1 yr; Tanisha Elias, Proctor – 6 yrs



Recruiters with job fair displays
LEFT - RIGHT Raelynn Napper, Recruitment Analyst – 3 yrs; Maricel Reyes, Sr. Clerk Typist – 9 yrs



LEFT - RIGHT (Recruitment Division) Richard Mancuso, Manager – 23 yrs; Debbie Corona, Sr. Clerk Typist – 18 yrs; Diane Morales, Sr. Personnel Analyst – 25 yrs; Anna Marie Valdez, Personnel Records Sup – 14 yrs; Pat Munoz, Sr. Clerk Typist – 15 yrs; Ingrid Herda, Sr. Personnel Analyst – 13 yrs; Diana Lozano, Placement Officer – 16 yrs; Tap Camacho – Sr. Personnel Analyst I – 13 yrs; Dixie Minor, Sr. Clerk Typist – 20 yrs



Hey Personnel Dept: I'm Your Counselor!

Hi Personnel Dept., I'm **Beverly Haro**, your Club Member Services Counselor. I can help you with insurance products ... advice ... ticket discounts ... and all your Club benefits. It's my job!

I'm down at the Personnel Department all the time. Call or e-mail me to schedule an appointment: (800) 464-0452, or bharo@cityemployees.com

Beverly Haro, Member Services Counselor



Patsie Angelo, Chief Clerk – 30 yrs (Central Services Division)



LEFT - RIGHT (Classification Division) George Sprenger, Sr. Personnel Analyst – 33 yrs; Victor Ballesteros, Sr. Personnel Analyst – 25 yrs; Shelly Del Rosario, Mgmt Analyst II – 18 yrs; Margaret Simpson – 17 yrs; Phyllis Yogi – 15 yrs; Rod Goree, Classification Analyst – 13 yrs; Shannon Pascual, Manager – 12 yrs



Theresa Gonzalez – Clerk Typist – 20 yrs



LEFT - RIGHT (IT Group) Tina Chang, System Analyst II – 3 yrs; Pierce Watson – 7 yrs; Geri Lanza, Database Architect – 13 yrs; Keith Giles, Sr. System Analyst II – 14 yrs; Paul Mai, System Analyst II – 2 yrs; Terry Berg, Senior Analyst II – 20 yrs; Lana Perino, Sr. System Analyst I – 31 yrs



Tanya Lewis – Clerk Typist – 4 yrs

Personnel Department: PROFILE

The City of Los Angeles employs more than 47,000 people in 42 departments, and is the second largest employer in the County of Los Angeles, second only to the County itself. The Personnel Department is responsible for recruiting, evaluating, ranking, tracking and providing human resource services to these City Departments and their employees.

MISSION STATEMENT

"To provide and maintain a talented productive City Workforce by offering our clients a full range of professional, timely, and courteous human resources services based on the principles of equal opportunity and merit."

MANAGEMENT

Margaret M. Whelan, General Manager
Tom Coultas, Asst. General Manager
Phyllis Lynes, Asst. General Manager
Rhonda Sims-Lewis, Asst. General Manager

ANNUAL BUDGET

Approximately \$46 million

NUMBER OF EMPLOYEES

405

Department of the Month

A Day in the Life of the Personnel Department

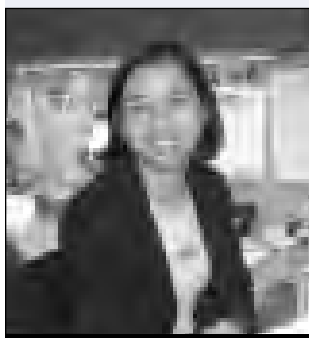
Personnel Department Offers a Number of Innovative Programs for City of L.A.



Felicia Brown, Employee of the Quarter (4th Quarter 2002) and Management Analyst II – 20 yrs



LEFT - RIGHT (Recruitment Division) Bernadette Fajardo, Clerk Typist – 1 yr; Delbra Woodard, Sr. Clerk Typist – 16 yrs; Elizabeth Trevino, Sr. Clerk Typist – 3 yrs



Kimsa Ly, Clerk Typist – 14 yrs (Central Services Division)



LEFT - RIGHT (Occupational Health Services Division) Dr. Daniel Rybicki, Occupational Psychologist - 8 yrs; Dr. Shirley St. Peter, Director, Occupational Psychology – 4 mos.; Dr. Patricia Bagot, Occupational Psychologist – 15 yrs



Judith Benitez, Mgmt. Analyst II – 4 yrs (Occupational Health Services Division)



BACK ROW, LEFT - RIGHT (Office of Discrimination Complaint Resolution) Sylvia Ceja-Gonzalez, Special Investigator – 2 yrs; Steve Presberg, Executive Director – 5 yrs; Angela Witts – 2 yrs; SEATED, LEFT - RIGHT Jeanie Molinar, Special Investigator – 6 yrs; Paula Dayes, Special Investigator – 2 yrs



LEFT - RIGHT (Administrative Services Division) Vincent Campbell, Personnel Director – 26 yrs; Valerie Smith, Mgmt. Analyst II – 24 yrs; Felicia Brown, Management Analyst II – 20 yrs; Michelle Cayton – 11 yrs; Dominique Camaj – 1 yr; Penny Hurley, Personnel Analyst – 18 yrs; James Cullen, Clerk Typist – 24 yrs



LEFT - RIGHT Tom Coultas – Assistant General Manager – 23 yrs; Rhonda Sims-Lewis – Assistant General Manager – 19 yrs; Pat Sanchez, Executive Secretary – 27 Years; Phyllis Lynes, Assistant General Manager – 25 yrs; Toni Mendez, Executive Secretary – 34 yrs; SITTING Margaret Whelan, General Manager – 35 yrs



LEFT TO RIGHT (In the Board of Civil Service Commission Room) Lupe Durazo, Hearing Reporter – 3 yrs; Joyce Walker, Sr. Clerk Typist – 24 yrs; Victoria Schools, Commission Executive Asst. – 21 yrs; Connie Uribe, Executive Asst. I – 34 yrs



LEFT TO RIGHT (Accounting) Judy Mirto, Accounting Clerk II – 16 yrs; Manuel Cudiamat, III, Management Analyst II – 17 yrs; Alexia Fleming, Accounting Clerk II – 23 yrs; Bobbi Jacobsen – Sr. Mgmt Analyst I – 6 yrs; Myra Koepke, Accounting Clerk II – 22 yrs; Mariflor Alviso, Accounting Clerk II – 14 yrs; Susan Nakafuji, Chief

The Personnel Department, which touches every aspect of professional life inside the City of Los Angeles, is proud of its significant accomplishments. Here are just some of them:

Clerk Typist Placement Services Program

- This proactive referral system of qualified applicants on the clerk typist list to all City departments matches candidates' skills, interests and strengths with the requirements of vacant Clerk Typist positions. The program has been so successful that departments have requested it be expanded to include other job classifications, including management assistant.

Safe Neighborhood Action Plan (SNAP)

- On May 14, 2002, Mayor Hahn issued Executive Directive PE-2, directing City departments to participate in the Safe Neighborhood Action Plan (SNAP) by providing at-risk youths employment opportunities. The Personnel Department was given the important task of administering the SNAP program to ensure compliance of the Mayor's Executive Directive. The Personnel Department has, and continues to successfully establish meaningful relationships with community agencies and City departments to find suitable training opportunities for young adults that lead to a permanent career with the City of Los Angeles. The Personnel Department set aggressive goals to increase hiring opportunities for at-risk youths. To this end, the department continues to network and explore viable job opportunities within the City and private sector.

On-line Employment Application

- To streamline the employment application process, lower costs and improve service to City job applicants, the Personnel Department developed an innovative, easy-to-use and cost effective on-line employment application. This system provides significant benefits for both City staff and City job applicants. Anyone connected to an Internet-enabled computer can now fill out and immediately submit an employment application directly from that computer. Personnel Department staff is able to more efficiently process employment applications and provide a higher level of service to City job applicants.

City Quiz

- The Personnel Department staff has developed a creative, cost-effective method of delivering training to City employees. The City Quiz online application is a computer-based, interactive "game" designed to provide information on key areas of City government in an engaging trivia-style game. City Quiz presents a series of multiple-choice questions to employees who choose to connect to the system, focusing on one specific area of City government each month. By answering a few

questions every week, employees can test their knowledge of important topics and learn new information that will assist them in their day-to-day work and career development.

"City of Los Angeles Sexual Harassment Policy"

- In collaboration with Councilmember Nick Pacheco, Department of Recreation and Parks, and the Information Technology Agency, a 19-minute sexual harassment awareness video was produced. The video was distributed to all City departments, and will be available soon in Spanish.

Citywide Career Counseling Program

- This program was reinstated this year, with 110 employees from various job categories seeking guidance on career opportunities, examination preparation and alternative career paths.

City's Temporary Return to Work Program

- This program was very successful in placing injured workers with temporary restrictions in City departments. A total of \$10,488,268 in injured on duty pay was saved and 352,887 hours of productivity were realized from placing restricted duty personnel.

On-Line Workers' Compensation Injury Data

- An interactive page on the Personnel Department's Intranet site was launched, providing City departments with historical information on workers' compensation claims data. Departments can sort, select and analyze the information based on job classification, injury type, expenditures to date and ultimate claim cost for all open claims.

Web Enrollment Introduced for Employee Benefits

- Web enrollment was introduced for the first time during the annual Open Enrollment period, and was used by 36 percent of City employees. Of those 36 percent of employees, a survey was conducted and the vast majority of employees was pleased with the new Web-based enrollment.

Student Internship Program

- This program was initiated to meet the hiring needs of City departments, while at the same time providing college students an opportunity to gain practical experience in a municipal work environment. The Department is working with the Transportation Foundation of Los Angeles to recruit college students to work for the City, particularly in the areas of Web development, computer technology, construction and engineering. Through the efforts and coordination of the Personnel Department, operating departments continue to benefit from successful intern placements.



FRONT TO BACK Melina Mariano, Sr. Personnel Analyst – 14 yrs; Delores Brown, Commute Options & Parking Section – 1 yr; Jo Ann Dominguez, Deferred Comp Specialist – 30 yrs; Sheila White, Special Projects Coordinator – 25 yrs; Erika Hill, Senior Benefits Analyst – 11 yrs; Darlene Gills, Member Service Rep – 23 yrs; Reggie Brown, Proctor – 2 1/2 yrs; April Flores, Membership Service Rep – 4 yrs; Maria Lopez, Member Service Rep – 23 yrs; Greg Wong, COBRA Member Service Rep – 25 yrs; Maryanne Keehn, Division Chief – 16 yrs; Virginia Delgado, Accounting Services – 3 yrs; Accounting Services – 3 yrs; Robbye Howard, Member Services Rep – 28 yrs; Donald Pierce – 18 yrs; Henry Victor III – Account Exec (Benefits Corp)