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LA County Executive Office of the Board of Supervisors Earns Three National Achievement Awards

Civic Education, Public Information, Information Technology and County Administration and Management Recognized

LOS ANGELES - The Los Angeles County Executive Office of the Board of Supervisors has been recognized with three Achievement Awards from the National Association of Counties (NACo). The awards honor innovative, effective County government programs that strengthen services for residents.

The Department's Human Resources unit won a County Administration and Management award for their project entitled "Digitize and Automate the Employee Onboarding Process."

The Human Resources onboarding process for the Department was previously a very labor intensive, paper-driven process. The process was transformed to a completely digitized process with automated features, which streamlined processes, increased efficiency and improved customer service through a convenient, user-friendly online platform called Jotforms made accessible on a tablet. Prior to first day of work, the Human Resources staff email a link to the newly hired staff enabling them to complete digital forms online. On the first day of work, the Human Resources staff provide in-person orientation, during which the new hire logs on a tablet and completes approximately 30 remaining digital forms. The new process has extensively improved and streamlined the onboarding not only for Human Resources, but also for the new staff.

The second NACo Achievement award was awarded to the Department's Assessment Appeals Board (AAB) for civic education and public information for the for their project entitled "Enhanced Public Education Program."

Since July 2022, AAB has increased its participation in various homeowners' resource fairs and events sponsored by the County and nonprofit organizations. Along with the monthly virtual Public Education Seminar, AAB has also developed video tutorials

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available in various languages designed to expand its public education and outreach efforts to educate the public on the assessment appeals process and the taxpayers' right to appeal on property assessment disputes.

The third award went to the County Equity Oversight Panel (CEOP). The CEOP has been expanding workplace protections; and as a result, they have seen an increase in the number of filed matters. To provide enhanced support to the County's valued workforce, a year-long collaborative project was undertaken to revamp the CEOP's public-facing website, [ELEVATE](#).

The newly launched ELEVATE website features a modern and intuitive design, including a redesigned complaint submission form. The goal of this project was to enhance user understanding and confidence in the CEOP, provide expanded resources, and leverage modern technology support features. Additionally, the project aimed to reduce filing errors, resolution time, staff revisions, and overall costs for the County.

"These three prestigious awards are a testament to the hard work our staff has put in to ensure our commitment to efficiency and excellent customer service," said Executive Officer Celia Zavala. "By putting innovation at the forefront of everything we do we improve processes and prioritize the people we serve."

Each year, NACo's Achievement Awards are given in 18 categories that reflect the vast, comprehensive services counties provide. The categories include children and youth, criminal justice and public safety, county administration, information technology, health, civic engagement and more. Launched in 1970, the program is designed to recognize innovation in County government. Each nominated program is judged on its own merits and not against other applications.

For more information about NACo's Achievement Awards, [click here](#).

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