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FOR IMMEDIATE RELEASE
October 14, 2022

County Departments Who ‘Adapt, Create and Achieve’ Recognized by the Productivity and Quality Commission

Innovations Projected to Exceed \$1 Billion in Savings and Benefits to LA County

LOS ANGELES - County programs that focused on providing call centers to more than two million residents during the COVID-19 pandemic, provided justice involved individuals with career path employment, housed unaccompanied children from the southwest border and addressed the issue of child trafficking took home the prestigious Gold, Silver and Bronze Eagle Awards at the 35th Annual Productivity and Quality Awards (PQA) ceremony held in-person on Wednesday, October 12 at the Music Center.

These projects were singled out among the “Top 10” and were acknowledged by County Supervisors, department heads, nonprofits and labor partners for being the very best in social service delivery to the County’s 10 million residents.

NBC4 reporter Lolita Lopez who served as master of ceremonies noted the programs could result in estimated annual benefits of more than \$1 billion to the County.

Among the “Top 10” winners were LA County Library’s *My Brother’s Keeper Peer Advocates Program* to Probation Department’s *INVEST Program*, Internal Services Department’s *Delete the Divide*, Public Health’s *Reducing Food Waste and Advancing Food Recovery* and *This is Our Shot! Mobile Vaccine Team Fights COVID*. These winning projects were recognized for their breakthrough achievements.

“This year’s Top 10 winners embody the theme - Adapt, Create, Achieve - and showcase how the County is focused on equity and assistance to underserved populations,” said Celia Zavala, Executive Officer of the Board. “We should all be proud of the way our County departments adapted during a challenging time and were able to create programs that directly addressed so many critical issues and achieved impactful and meaningful results in the communities and populations they serve.”

On November 1, the Board of Supervisors will recognize the Eagle Award winners during the scheduled Board meeting.

“With focused determination and resilience, our County has once again achieved lifesaving and life-changing outcomes through these amazing programs,” said Fesia Davenport, Chief Executive Officer of Los Angeles County. “Our County’s commitment to service excellence is truly inspiring and is an excellent example of how we can work together to face the economic, social, and political currents with focused determination and resilience.”

The Commission publishes the PQA projects in its annual “Best and Shared Practices Report,” which is distributed to County departments and related agencies.” See the report at <http://qpc.lacounty.gov>.

2022 Top 10 Productivity and Quality Award Winners:

1. Forestry Fire Training for the Justice-Involved

Economic Opportunity with Forestry and Fire Recruitment Program

2. Pomona Fairplex Emergency Intake Site - BRONZE EAGLE

Health Services (Olive View-UCLA Medical Center) with First Supervisorial District, Chief Executive Office (OEM), Children and Family Services, Consumer and Business Affairs (OIA), County Counsel, Mental Health, and Public Health

3. Delete the Divide

Internal Services Department

4. My Brother’s Keeper Peer Advocates for the Library

LA County Library with Mental Health and Public Health

5. Child Trafficking ID and Response Team - BRONZE EAGLE

Probation with First and Fifth Supervisorial Districts and Children and Family Services

6. LA County Probation - INVEST Program - SILVER EAGLE

Probation with Economic Opportunity

7. Guiding Re-Entry of Women (GROW)

Public Defender with Alternate Public Defender and Board of Supervisors, Executive Office (Countywide Criminal Justice Coordination Committee)

8. Over 2 Million Served - GOLD EAGLE

Public Health with 211 LA, Aging and Disabilities Department, Children and Family Services, City of Los Angeles, Consumer and Business Affairs, Economic Opportunity, Human Resources, Health Services, Internal Services Department, LA County Library, and Mental Health

9. Reducing Food Waste and Advancing Food Recovery

Public Health with Public Works

10. This is Our Shot! Mobile Vaccine Team Fights COVID

Public Health with First, Second, Third, Fourth, and Fifth Supervisorial Districts, Assessor, Beaches and Harbors, Chief Executive Office, Children and Family Services, Fire, LA County Library, Los Angeles County Office of Education, Parks and Recreation, and Public Social Services

2022 Commission Special Awards:

Changemaker Award

LACoFD Sirens of Silence

Fire

Commissioners' Legacy Award

Online Dispute Resolution

Superior Court with Consumer and Business Affairs

Community Inclusion Award

Black Doulas Fostering Health and Joyous Births

Public Health with First 5 LA and Health Services

County Image Enhancement Award

"Arrive Alive" ECMO-CPR Project

Fire with Health Services

Customer Service Award

Public Appointment Scheduling System (PASS)

Internal Services Department with Health Services and Public Health

Customer Service Award

RRCC Appointment System

Registrar-Recorder/County Clerk

Mega Million Dollar Award

This is Our Shot! Mobile Vaccine Team Fights COVID

Public Health with First, Second, Third, Fourth, and Fifth Supervisorial Districts, Assessor, Beaches and Harbors, Chief Executive Office, Children and Family Services, Fire, LA County Library, Los Angeles County Office of Education, Parks and Recreation, and Public Social Services

Outstanding Teamwork Award

LA County Cares (CARES Act Management)

Chief Executive Office with Auditor-Controller, County Counsel, and Human Resources

Performance Measurement Award

ISD Under the Umbrella of Quality Control

Internal Services Department

Process Improvement Award

Small Businesses, Big Impact

Los Angeles County Development Authority

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