



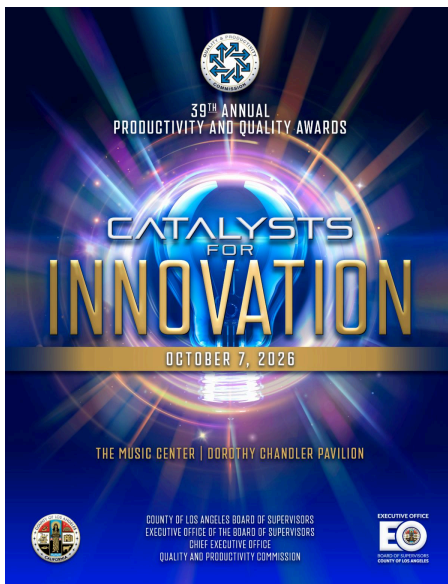
QUALITY MATTERS



2026 Fall Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

39TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 7, 2026



The Quality and Productivity Commission (QPC), in collaboration with the Board of Supervisors, Executive Office of the Board of Supervisors, and Chief Executive Office, will be hosting the 39th Annual Productivity and Quality Awards Program on Wednesday, October 7, 2026, at The Music Center, Dorothy Chandler Pavilion.

The deadline to submit proposals was June 18, 2026, and the Commission received 95 submissions. The next step involved a comprehensive evaluation and rating of each proposal. Piloting a hybrid approach, the evaluations were conducted from July 28 to August 31, 2026, with both online and in-person participation by Commissioners and Productivity Managers.

Congratulations to this year's Top Ten winners. It remains to be seen who will go home with the coveted Gold Eagle Award. Be sure to tune in to our 2026 Winter Newsletter to read about the winning projects. The Commission wishes the best of luck to all departments that submitted projects for consideration.

COMMISSIONER SPOTLIGHT

A single honey bee visits between 1000 and 5000 flowers a day, picking up pollen, sipping up nectar, bringing it back to the hive, and giving it to the worker bees to turn it into honey.



Long before he was appointed to the Quality and Productivity Commission in 2013 on behalf of the Third District, the honey bee cycle has been Shawn Landres's modus operandi in his home city of Santa Monica and across the County's local governments, nonprofits, foundations, schools and colleges, synagogues and churches.

A three-term former chair of the QPC, Shawn has at some point chaired almost every subcommittee, attended multiple site visits for every department, been an active evaluator for every PQA Award, and a dogged questioner for every PIF grant and loan. He's on a first name basis with everyone. He has an encyclopedic memory of initiatives and players. He thrives on cross pollinating ideas and solving implementation challenges. And in a world of policy silos, he loves collaborations the way a matchmaker loves weddings.

Over the years, Shawn has watched the QPC evolve from one consisting of corporate executives and business school academics focused purely on quality and efficiency, to a more diverse group, still dedicated to quality and efficiency, but also more concerned with policy outcomes, focused on innovation and results along with cost savings and economy.

"Just focusing on cost savings is not enough," Shawn says. "For example, just before my time on the Commission there was a PIF grant to privatize the phone system used by inmates in the County jail. It promised impressive savings to the County, but, as it turned out, inmates were being charged exorbitantly to talk to their attorneys and families. Without guardrails, the private contractor profited off vulnerable people in crisis. It was a big lesson for the Commission and the County."

Indeed. In interrogating Department Heads on PIF proposals, Shawn is often the one most concerned with balancing costs savings and public benefits and harms. When a department came to the Commission to be one of the first to purchase ergonomic chairs and desks to improve productivity and comfort, the idea was met with skepticism. Shawn suggested to the Department Head that he should gather data on potential cost savings to the County in terms of medical and leave claims for carpal tunnel, repetitive stress, back and circulation problems. The data confirmed the need, and ergonomic furniture is now ubiquitous across County departments and offices.

To continue reading about Commissioner Landres, [click here](#).

Photo credit: Kim Silverstein Photography

(Shawn and his wife Zuzana Riemer Landres enjoy biking at as many CicLAvias as they can attend.)

PQA Evaluations - July 28 to August 3, 2026

The Productivity and Quality Awards (PQA) hybrid (online and in-person) evaluations were held from July 28 to August 3, 2026. This was the first year that the Commission piloted a hybrid review approach to better accommodate the busy schedules of Productivity Managers and Commissioners.



A total of **95 applications** were evaluated by **45 Productivity Managers** from **26 County Departments** and **10 Commissioners**:

- 6 in-person application reviews

- 41 online application reviews
- 8 hybrid (both in-person and online) reviews

Applications were reviewed based on eight criteria: **collaboration, cost benefit, creativity, impact, measures of success, productivity or service enhancement, quality, and transferability.** Scores were compiled to help determine the Top Ten Awards, Commission Special Awards, Special Merit Awards, and Certificates of Recognition.

Overall, the Productivity Managers who participated online preferred to continue online review, mentioning that it saved a lot of time and was more convenient and flexible. A couple Productivity Managers preferred to return to the single all-day, in-person review.

Thank you to everyone who participated and contributed their time and expertise to ensure a successful and insightful hybrid evaluation process this year.

SPOTLIGHT ON PRODUCTIVITY MANAGERS!



Dana Cherry, LCSW
Mental Health Program Manager II
Public Defender's Office

Dana Cherry has over 20 years of County service within multiple departments, including Health Services, Public Health, and Mental Health. Dana is currently the Mental Health Program Manager II for the Los Angeles County Public Defender's Office and has been with the office since 2019. In this role, she works to build holistic practices, programming and services to assist attorneys with providing a zealous defense for justice of the indigent. Her passion is to ensure all people are served with dignity and grace.

Dana obtained her bachelor's degree from California State University, Long Beach, and her master's degree in social work from the University of Southern California in 2003. Dana became a Licensed Clinical Social Worker in the State of California in April 2010.

In her personal life, Dana is an artist focused on mixed media art, a mother to two spectacular sons, and provides community support to those in need. She is a strong advocate for inclusion and diversity and feels her past experiences enhance her abilities to build rapport and work with any population. She is a strong and zealous advocate and a great ambassador for the criminal legal system.

Dana is proud to serve as one of the Alternate Productivity Managers and enjoys being a part of the County community.

Jamie Wells, MSN, RN, NE-BC

Assistant Nursing Director & Quality Improvement Coach
LA Health Services - Los Angeles General Medical Center

Jamie Wells is an Assistant Nursing Director and Administration and Quality Improvement Coach at Los Angeles General Medical Center with nearly 20 years of dedicated service to Los Angeles County. She began her career with LA Health Services in 2006 as a Student Nurse Worker and has grown through a variety of clinical, leadership, and quality improvement roles. This experience has given her a deep understanding of healthcare operations and a passion for helping teams improve the quality, safety, and efficiency of patient care.

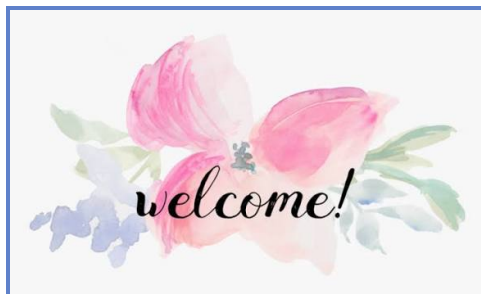
In her current role, Jamie partners with multidisciplinary teams across LA General and Health Services to lead quality improvement initiatives that improve patient outcomes, strengthen patient safety, and enhance operational performance. She coaches teams in using quality improvement methodologies, data, and evidence-based practices to identify opportunities, test changes, and implement sustainable improvements that make a meaningful difference for patients and staff.



Jamie leads the Quality Academy Program, where she mentors interdisciplinary teams through the development and implementation of quality improvement projects. She also coordinates the medical center's TeamSTEPPS® program, designing and facilitating training that strengthens teamwork, communication, leadership, and psychological safety throughout the organization. She enjoys helping staff build confidence in quality improvement and empowering them to become leaders of change within their own departments.

Throughout her career, Jamie has been committed to developing people as much as improving processes. Whether coaching project teams, teaching quality improvement principles, or mentoring future leaders, she believes lasting improvement begins with engaged people, strong collaboration, and a shared commitment to excellence. She is proud to serve LA Health Services and contribute to improving healthcare for the diverse communities of Los Angeles County.

WELCOME NEW PRODUCTIVITY MANAGERS!



The Commission welcomes the following Productivity Managers who have been appointed to represent their respective departments:

Hung Du - Alternate Public Defender
Carolee Mathias - Alternate Public Defender
Lorena Sepulveda - Alternate Public Defender
Ashlee Oh - Homeless Services & Housing
Jade Allen - Probation
Vicky Waters - Probation
Jon Orenstein - Public Health
Lonnie Resser - Public Health
Daniel Rizik-Baer - Public Health

DATES TO REMEMBER

FY 2026-27 (2nd Quarter) PIF Proposals due by 5:00 p.m. - October 2, 2026

39th Annual PQA - The Music Center (Dorothy Chandler Pavilion, Grand Hall) - October 7, 2026

PRODUCTIVITY INVESTMENT FUND (PIF)

Loans and Grants Awarded to Departments

Established by the Board of Supervisors in 1984 as a function of the Quality and Productivity Commission, the Productivity Investment Fund (PIF) is used to help departments jump-start pilot projects, develop creative strategies to enhance delivery of services, improve the effectiveness and efficiency of operations, and produce cost savings and/or generate revenue.



The Commission solicits proposals each quarter and carefully reviews project merits in a three-step vetting process before approval.

To view projects approved for loans, grants, or a combination of both for Fiscal Year 2026-27, [click here](#).

Please contact the Commission office at jalam@bos.lacounty.gov for additional information.

PIF IN ACTION!

On July 27, 2026, the Commission approved a \$400,000 PIF grant to the Department of Public Health for their project, [Student Wellbeing Centers: Impact through Data Use Agreements](#).

The grant will support the hiring of a consultant to work with school districts across LA County to establish Data Use Agreements, allowing Public Health to more effectively analyze the effectiveness of its programs on school campuses and assure most optimal impact to K-12 students across the County.



DEPARTMENT VISITS

The Commission visits all County Departments on a two-year cycle where Commissioners meet with the Department Head and their Executive Team. The purpose is to gain insight into departmental operations and priorities, and to provide support for efforts to enhance quality and productivity.

2026 Department Visits will be held virtually or in-person as determined by the Department being visited.



The following Departments are scheduled for a visit in 2026:

[Child Support Services](#)
[Children and Family Services](#)
[Consumer and Business Affairs](#)
[County Counsel](#)
[Los Angeles County Development Authority](#)
[District Attorney](#)
[Economic Opportunity](#)
[Fire](#)
[Medical Examiner](#)
[Mental Health](#)
[Military and Veterans Affairs](#)
[Public Defender](#)
[Public Health](#)
[Public Social Services](#)
[Regional Planning](#)
[Sheriff](#)

To view the results of the 2025 visits, please [click here](#).

PUBLIC SERVICE ANNOUNCEMENT

The poster features a rainbow-colored border. At the top, it displays the LA County Seal and the 'LA COUNTY LGBTQ+ COMMISSION' logo. The main text reads: 'All eligible LGBTQ+ voters across LA County should vote this November to elect local and state representatives and on policies that impact our everyday lives!'. Below this is a circular graphic with the text 'I WILL VOTE!' and translations in multiple languages. At the bottom, it says: 'To learn more about voter eligibility, voter registration and deadlines, and to make a voting plan, visit plan.lavote.gov'.

QUICK LINKS

[QPC Website](#)

[Annual Report with Operational Trends Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)

[Prosper LA](#)

Quality and Productivity Commission | (213) 893-0322 |

www.qpc.lacounty.gov

Quality and Productivity Commission | 500 West Temple Street, Rm 565 | Los Angeles, CA 90012 US

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