

Quality & Productivity Commission Leadership Conference

“Care Reimagined” Leadership Conference Focuses on Empowerment, Precision, and Accountability in County Services

By: Jackie Guevarra (Executive Director) and Britney Hernandez (Public Information Associate)



The Los Angeles County Quality and Productivity Commission hosted its 23rd Annual Leadership Conference on June 10, 2024, at the Music Center, Dorothy Chandler Pavilion, bringing together County leaders, managers, and employees for conversation that provides advice, promotes ideas, and recognizes best practices in County services. This year’s theme was “Care Reimagined” with the objective of “empowerment, precision, and accountability in County services”.

Led by Commission Chair William B. Parent, attendees heard remarks centered on the conference’s theme, “Care Reimagined,” from Executive Officer Edward Yen, commissioners, and two panels focused on County and

community initiatives.

Opening remarks from Quality and Productivity Commission Chair William B. Parent focused on “enriching lives through effective and caring service”, protecting excellence, ensuring community engagement and support in program redesign, and opportunities for innovation, collaboration, and efficiency in crisis. Two panels, the first featuring County Department Directors with care-focused missions; the second featuring perspectives from the worlds of academia, community-based nonprofits, local government leadership, and public sector consultancy.

During the County panel, moderated by Commissioner Parent, speakers were asked questions centered on prioritizing care as a core value in County services. Panelists included Lisa Garrett, Director of Personnel for the Department of Human Resources; Dr. Christina Ghaly, Director of the Department of Health Services; Maral Karaccusian, Director of the Aging and Disabilities Department; and Brandon Nichols, Director of the Department of Children and Family Services.

In the Community panel, moderated by Dr. Neal Halfon, Director of the UCLA Center for Healthier Children, Families & Communities, speakers gave their perspectives on prioritizing care from the academic, community, local government, and corporate consulting sectors. Panelists included Alberto Retana, President and CEO of Community

Coalition; Anita Mikus, State and Local Government (U.S.) Managing Director for Kyndryl; and Andrea Rico, Governmental and Community Affairs Manager for the City of Pomona.

We thank all speakers for sharing their time and expertise at this year's Conference. We also thank the Board of Supervisors, Executive Office of the Board, and Chief Executive Office for their support and the Leadership Conference ad hoc Committee members for their leadership in planning the Conference: Commissioners Marsha D. Mitchell (Chair), William B. Parent (Vice Chair), J. Shawn Landres, Mark A. Waronek, Joe Waz, and William R. Wright, and Productivity Managers Violeta Kim (Department of Mental Health) and Jeffrey Klein (Registrar-Recorder/County Clerk).

For a copy of the program book and to watch the conference video, please visit the Commission website at qpc.lacounty.gov ([click here](#)).

Photo



Los Angeles County Quality & Productivity Commission Chair William B. Parent (left) moderates the County panel during the 2026 Leadership Conference Panelist from left: Brandon Nichols, Director of the Department of Children and Family Services (second from left); Maral Karaccusian, Director of the Aging & Disabilities Department; Dr. Christina Ghaly, Director for the Department of Health Services; and Lisa Garrett, Director of Personnel for the Department of Human Resources.

Photo by: Diandra Jay, BOS Staff Photographer.