



# QUALITY MATTERS



**2025 Winter Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.**

## COMMISSION NEWS

### MESSAGE FROM CHAIR

It was the first Saturday morning in November. I was running errands along Pico Boulevard, listening to National Public Radio's Weekend Edition. The high of the 2025 Quality and Productivity Awards luncheon just two weeks before was still fresh in my mind.

I'd been telling anyone who might even pretend to listen about how inspiring this year's winning programs are: the County's new state-of-the-art ballot processing center; the transformation of a notorious juvenile detention camp into an effective training center for justice-involved youth to become wildfire fighters and emergency medical technicians; and a community outreach court operating on the streets of Skid Row. Most responded with some version of "Wow, that's great, it's rare to hear good stories about government, it's all shortcomings and scandals." I'd nod my head in agreement.



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### 38TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 15, 2025

On October 15, 2025, the Los Angeles County Quality and Productivity Commission, in collaboration with the Board of Supervisors (Board), Chief Executive Office, and Executive Office of the Board, hosted the 38<sup>th</sup> Annual Productivity and Quality Awards program and luncheon at the Music Center, Dorothy Chandler Pavilion.

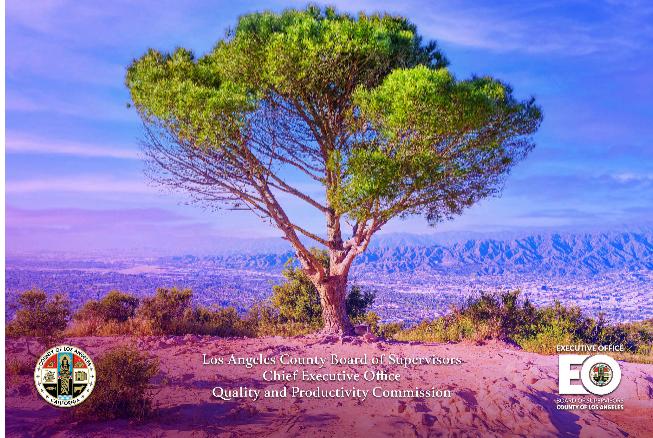
The Master of Ceremonies was Journalist and Reporter Lolita Lopez from NBC4. She officially welcomed over 400 guests to the Music Center's Grand Hall and announced the award recipients for the Commission's "Top Ten" and Commission Special Awards. She also noted that this year's projects resulted in more than \$147 million in cost savings and benefits to the County.



38<sup>th</sup> ANNUAL  
Productivity &  
Quality Awards  
October 15, 2025

# RESILIENT

TODAY ♦ TOMORROW ♦ TOGETHER



Los Angeles County Board of Supervisors  
Chief Executive Office  
Quality and Productivity Commission



The awards program included in-person appearances by Supervisor Holly J. Mitchell (Second District), and Janice Hahn (Fourth District), who delivered congratulatory remarks. Supervisor Kathryn Barger (Fifth District) provided a recorded video message. All acknowledged County employees' commitment to providing necessary, beneficial, and at times life-saving services to County residents.

To continue reading this article,  
[click here](#).

## DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - January 2, 2026

PMN Orientation - February 4, 2026 - Virtual

PMN General Meeting and Training - February 11, 2026 - Ballot Processing Center, City of Industry

PIF Proposals due by 5:00 p.m. - April 3, 2026

PMN General Meeting and Training - May 6, 2026 - Location TBA

23rd Annual Leadership Conference - Date in June TBA - Location TBA

PQA Proposals due by 5:00 p.m. - June 18, 2026

PIF Proposals due by 5:00 p.m. - July 6, 2026

PMN Meeting/PQA Evaluations - August 5, 2026 - Location to TBA

PIF Proposals due by 5:00 p.m. - October 2, 2026

39th Annual PQA - Date TBA - Location TBA

PMN General Meeting and Training - November 4, 2026 - Location TBA

PMN Holiday Reception - December 2, 2026 - Location to TBA



PRODUCTIVITY MANAGERS'  
NETWORK (PMN)

General Meeting and Training

The quarterly meeting of the Productivity Managers' Network (PMN) was held at the Rancho Los Amigos National Rehabilitation Center on Wednesday, November 5, 2025. The meeting was attended by 22 Productivity Managers and 4 Commission staff.



Keisha Belmaster, PMN Chair, Department of Health Services (Harbor-UCLA), kicked off the meeting by facilitating a short icebreaker, allowing Managers the opportunity to network and get more familiar with each other.

To continue reading this article [click here](#).

## Holiday Reception December 3, 2025 Department of Human Resources



The Productivity Managers' Network (PMN) Annual Holiday Reception was held on Wednesday, December 3, 2025, at the Vermont Corridor, hosted by the Department of Human Resources. The reception was attended by 19 Productivity Managers, 3 Commissioners (Edward McIntyre, Scott Palmer, and Joe Waz) and 5 Commission staff.

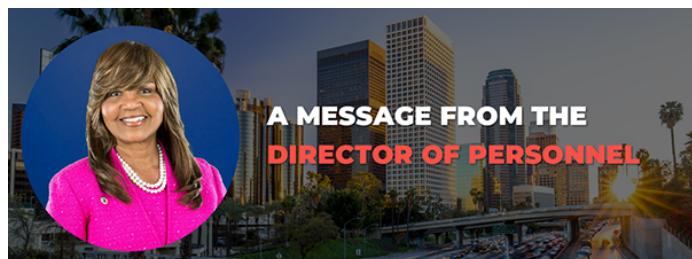
Keisha Belmaster, PMN Chair, Health Services (Harbor-UCLA), welcomed Managers to the holiday reception. She expressed her appreciation to everyone for taking time to attend this annual event. She also thanked Productivity Manager Julie Benavides from the Department of Human Resources for hosting this year's reception.

She wished Managers and Commissioners a joyous holiday season!

To continue reading this article [click here](#).

## COMMISSION HONORABLE MENTION!

Lisa Garrett, Director of Personnel, gave the Commission an honorable mention in her message regarding the Udemy license renewal and awards. To read it, [click here](#).



# WELCOME NEW PRODUCTIVITY MANAGERS!



The Commission welcomes the following Productivity Manager, who has been appointed to represent his respective department:

Daniel Johnson - Museum of Art

## PRODUCTIVITY INVESTMENT FUND

### 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 [click here](#).

Please contact the Commission office at [jalam@lacounty.gov](mailto:jalam@lacounty.gov) for additional information.

## 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  
District Attorney  
Economic Opportunity  
Fire

Los Angeles County Development Authority

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](#).

## QUICK LINKS

- [Commission Web](#)
- [Annual Report](#)
- [Shared Practices Report](#)
- [Leadership Conference](#)
- [Operational Trends Report](#)
- [Productivity Investment Fund](#)
- [Productivity and Quality Awards](#)
- [Productivity Managers' Network](#)
- [Prosper LA](#)

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