

# County of Los Angeles

## Productivity Managers' Network

### 36<sup>th</sup> Annual PQA Evaluation Hacienda Heights Community Center August 2, 2023

The Productivity Managers' Network's (PMN) meeting was held on Wednesday, August 2, 2023. Approximately 51 Productivity Managers, 4 Commissioners, and Commission staff were in attendance.

#### Meeting Agenda

#### Welcome Remarks



Heidi Oliva, Chair  
Productivity Managers' Network

**Heidi Oliva, PMN Chair**, Fire Department, welcomed the PMN to this year's evaluation, held at the Hacienda Heights Community Center. She welcomed all the newly appointed managers or managers who are taking part in their first Productivity and Quality Awards (PQA) evaluation. She thanked Commissioners for attending the evaluation, along with Productivity Managers, who represent 35 County departments, and one Board office.

**Commissioner Teresa Dreyfuss**, 2023 Productivity and Quality Awards (PQA) Ad Hoc Committee Chair, welcomed and thanked Managers on behalf of the Commission for attending the evaluation. She stated there are 88 applications to review. The Commission truly appreciates the PMN's time to review and evaluate all the applications. The Productivity Managers' scores played a significant role in determining the Top Ten and Commission Special Awards.



Teresa Dreyfuss  
Quality and Productivity Commission

This year's theme is *"Rising to the Extraordinary"*. After the evaluation, Commissioners will finalize the Top Ten and Commission Special winners. She stated that Laura Perez, Commission Staff, will contact departments immediately after the winners are finalized to schedule their visits between August 14-30, 2023. She also thanked the PQA ad hoc Committee members: Commissioners Rodney Gibson, Nichelle M. Henderson, J. Shawn Landres, Huasha Liu, Edward McIntyre, William B. Parent, and Jeffrey J. Penichet. She also thanked the PMN Executive Committee members: Keisha Belmaster, Jennifer Coultas, Arman Depanian, Heidi Oliva, Stephanie Maxberry, Inna Sarac, and Patricia Soltero Sanchez. Both Committees worked hard to get the 2023 PQA where it is today. A big thank you to everyone involved!

## PQA Evaluation Overview and Instructions



*Patricia Soltero Sanchez, Co-Chair  
Productivity and Quality Awards*



*Inna Sarac, Co-Chair  
Productivity and Quality Awards*

**Patricia Soltero Sanchez, Productivity Manager**, Health Services Rancho Los Amigos National Rehabilitation Center, and **Inna Sarac, Productivity Manager**, Fire Department, **PQA Co-Chairs**, let managers know how much the committee appreciated all their hard work that went into preparing and submitting the applications. The Commission is grateful for the managers' assistance. The

PQA will be held on October 18, 2023, at 11:30 a.m. In-person attendance will be limited to 350 this year (up from 300 last year). Details on the reservation process will follow in the next few weeks.

Patricia reminded Managers to notify Commission staff of potential missed collaborations. Managers will be connected to the relevant lead departments. The Top Ten site visits are scheduled on August 14-30, 2023. All winners (Top Ten and Commission Specials) will be announced by August 10, 2023.

**Jackie T. Guevarra, Executive Director, Quality and Productivity Commission**, provided the following instructions:

- Each entry can be awarded up to four points. Four points are equivalent to an "A," three points are equivalent to a "B," etc. No decimal points are allowed.
- The lowest grade that can be given is a "1" – no zeroes allowed.
- Although departments may have multiple evaluators, each department may submit only one scoring sheet.
- Higher points are awarded to projects that clearly exhibit quality and productivity including factors such as:
  - Impact
  - Quality
  - Collaboration
  - Productivity or Service Enhancement
  - Measure of Success
  - Cost Benefit
  - Creativity
  - Transferability



*Jackie T. Guevarra, Executive Director  
Quality and Productivity Commission*

## Recognition of Most Creative PQA Entry Titles

**Jackie Guevarra** stated that in prior years, former Commissioner Evelyn Gutierrez handed out the first awards of the PQA season. In keeping with Commissioner Gutierrez

recognition, Jackie, Keisha, and Tammy handed out the following awards for their most creative titles:

- ***Pets Are Family (PAF) Program*** – Animal Care and Control
  - ***The Side Effect Ninjas*** – Health Services (Rancho Los Amigos National Rehabilitation Center – Outpatient Clinics)
    - ***Talk to the Health: Equity-Focused Virtual Programs***
  - ***The CHOI Story: Healthcare Navigation for Families*** – Public Health with Public Social Services, Asian Pacific Health Care Venture, Inc., Child and Family Guidance Center, Emanate Health, City of Long Beach Department of Health and Human Services, Dignity Community Care, Human Services Association, Los Angeles County Office of Education, Los Angeles Unified School District, Maternal and Child Health Access, St. Francis Medical Center-Prime HealthCare, and Rising Communities
- ACHcelerate! Speedy Refunds for Mortgage Lenders*** – Treasurer and Tax Collector with Auditor-Controller and Internal Services Department

Jackie also awarded the Department of Health Services (Administration) for being the first Department to submit their PQA application. They submitted it two weeks ahead of the deadline. Congratulations to all!







**A Special “Thanks” to Hector Adame, Productivity Manager, and staff from the Department of Parks and Recreation for making the Evaluation a successful event!**