



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

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

COMMISSION NEWS

23RD ANNUAL LEADERSHIP CONFERENCE



The Quality and Productivity Commission (QPC) hosted its 23rd Annual Leadership Conference on June 10, 2026, bringing together County leaders, managers, and employees for conversation that provides advice, promotes ideas, and recognizes best practices in County services.

Led by Commission Chair William B. Parent, attendees heard remarks centered on the conference's theme, *Care Reimagined: Empowerment, Precision, and Accountability in County Services*, from Executive Officer Edward Yen, commissioners, and two panels focused on County and community initiatives.

"Our County staff – from managers to frontline employees – are the backbone of the services and care we provide," said Hilda L. Solis, Chair of the

Los Angeles County Board of Supervisors and First District Supervisor. "This annual conference provides an opportunity to engage in meaningful conversations that inspire thoughtful change, strengthen collaboration, and enhance service delivery across our departments and programs. Together, we are building a brighter future where every Angeleno can thrive."

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

WELCOME NEW COMMISSIONERS!

Julian Cepeda
Commissioner
Quality and Productivity Commission



Julian Cepeda is a recent Master of Public Policy graduate from UCLA focusing on Economic Development and Data Analysis, with nearly a decade of experience in civic engagement, community outreach, and organizational leadership. He received his Bachelor of Science at California State Polytechnic University.

Julian has lived in the Fourth District for nearly 30 years and is proud to have served as a Cultural Arts Commissioner for his hometown of Whittier since 2023. As a Cultural Arts Commissioner, he has reviewed policy proposals, assessed community impact, and made recommendations that balance fiscal responsibility with public benefit, which has strengthened his ability to weigh competing priorities and focus on outcomes that serve residents effectively. Julian has led large-scale field operations, managed diverse teams, and built broad community coalitions to advance voter education and public initiatives.

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

COMMISSIONER SPOTLIGHT



Former two-term Chair **Nichelle Henderson**, with a generous but no-nonsense attitude that comes from having once been a middle school math teacher, finds satisfaction in “the public problem-solving role” of the Quality and Productivity Commission (QPC). “We in the QPC are so fortunate to support and promote ideas that are both innovations and necessities for the County,” she said. “We get to help departments and directors make a difference.”

Making a difference has always been a driver for Nichelle. One of two commissioners appointed to represent labor, she was raised to step up and do her part by her mother, a nurse, and her father, a mechanic, both active members, SEIU and ASSCME respectively. “They taught me the dignity of work and the importance of standing up for others.”

Nichelle’s 30-year career in education has taken her from teaching sixth grade math and science in the Compton Unified School District to the California State University system, where she currently serves as a teacher preparation faculty advisor and clinical field supervisor.

At every step along the way, she has been a union representative and leader; since 1983 with California Faculty Association CFA/SEIU. In addition to her day job and union work, since 2020, Nichelle has also been a twice-elected member and past President of the Los Angeles Community College Board of Trustees – gathering over one million votes county-wide in 2024. This past year, she threw her hat in the ring for State Superintendent of Instruction, finishing third in a primary election field of 10 candidates.

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



PRODUCTIVITY MANAGERS' NETWORK (PMN)

General Meeting and Training May 6, 2026

The General Meeting and Training of the Productivity Managers' Network (PMN) was held on Wednesday, May 6, 2026. Over 35 Productivity Managers and Commission staff attended the quarterly meeting. Dr. Aaron Weathersby, Deputy General Manager of Cyber Governance and Operations, Internal Services Department, gave a presentation on AI Governance and Cybersecurity.

AI GOVERNANCE AND CYBER SECURITY



To read more about the PMN General Meeting and Training, [click here](#).

SPOTLIGHT ON PRODUCTIVITY MANAGERS!



Elisa Vásquez

Director
Public Affairs and Communications
Los Angeles County Development Authority

Elisa Vásquez has had oversight of the agency's Office of Public Affairs and Communications since 2007. Ms. Vásquez has over 30 years of public service experience, having served in various capacities within the organization, as well as with other government and non-profit service providers, including the Metropolitan Water District of Southern California and Los Angeles Universal Preschool.

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

Sara Keating

Administrative Services Manager I
LA County Library

Sara Keating is a proud third-generation Los Angeles County employee, which basically makes her County royalty. Her family roots run so deep in public service that her grandmother was part of the team who handed out the *very first* employee numbers back in the day — so yes, County life is truly a Keating family tradition.



Over her 18 years with the County, Sara has worked with some of its most impactful departments — Children and Family Services, Mental Health's Public Guardian, and the small, but mighty, Regional Park and Open Space District — before landing happily in the

Administration Division at LA County Library, where she now helps keep the magic running behind the scenes.

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

WELCOME NEW PRODUCTIVITY MANAGERS!



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

Marisa Jain - LA Superior Court
Debra Solis - Los Angeles County Development Authority
Michael de los Reyes - Agricultural Commissioner/Weights and Measures
Stephanie Holloway - Economic Opportunity
Elaine Ma - Auditor-Controller

DATES TO REMEMBER

FY 2026-27 (1st Quarter) PIF Proposals due by 5:00 p.m. - July 6, 2026

PQA Evaluations - July 28 - August 3, 2026 (remote/online)
and July 28 - 30, 2026 (in person)

Contact Jane Lam (jalam@bos.lacounty.gov) for additional information and/or to sign up.

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

PMN General Meeting and Training - Los Angeles County Development Authority
Headquarters (Alhambra) - November 4, 2026

PMN Holiday Reception - Child Support Services Headquarters (Commerce) - December 2, 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 2025-26, [click here](#).

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



PIF IN ACTION!

On June 22, 2026, the Commission approved a \$180,000 PIF grant to the Department of Public Health for their project, [Presumptive Eligibility Portal Adoption Accelerator \(Technical Assistance Pilot\)](#). The grant will support one year of contracted technical assistance to help hospitals adopt the presumptive eligibility portal so that eligible patients receive charity care earlier, reducing medical debt and uncompensated care that can increase pressure on County facilities.



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](#).

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](#)

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