



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

2022 Fall/Winter Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

MESSAGE FROM THE CHAIR

It has been my honor to lead such a dynamic group of individuals this year. Returning to a sense of normal while maneuvering the aftermath of a global pandemic is not for the faint of heart, which is a testimony to the commitment and diligence of Commission staff and Commissioners.



This year we were able to hold our signature events, the annual Leadership Conference and Productivity and Quality Awards in person with impressive participation and rave reviews. Although we were unable to hold our full commission meetings and most of our biennial Department Visits in person this year, we effectively conducted Commission business. In fact, the Commission awarded almost \$4M in Productivity Investment Funds (PIF) toward projects in 2022 from several County departments.

Additional Commission highlights (for 2023):

- We have scheduled 18 Department Visits for 2023
- The Procurement Ad Hoc committee is working closely with the Chief Executive Office, Auditor-Controller, Internal Services Department, County Counsel, and the Executive Office of the Board to modernize and transform procurement processes countywide.
- We are revamping our Rebranding committee and continuing to support the transition from paper-based systems to make departments more productive and provide better quality of service both internally and externally.

For more information on this article, please [click here](#).

REMEMBERING FORMER COMMISSIONER EVELYN GUTIERREZ

During the 35th Annual Productivity and Quality Awards PQA Luncheon on Wednesday, October 12, 2022, the Commission announced the passing of former Commissioner Evelyn



Gutierrez. Commissioner Gutierrez passed away on October 4, 2022. She was 79 years old. In recognition of her service to the Commission and the County of Los Angeles, a moment of silence was held in her honor.

Commissioner Gutierrez was first appointed to the Commission on September 16, 2003. She faithfully served the Commission until October 31, 2021. She served as an Officer, and a member of the Productivity Investment Board, the Strategic Learning Report and the Department Visit ad hoc Committees. For a decade, she

served as Chair and Vice Chair of the PQA ad hoc Committee and actively contributed to its success.

Funeral services for Commissioner Gutierrez were held on Wednesday, October 26, 2022. If you would like to make a donation in memory of Commissioner Gutierrez, please send it to the Retired Employees of Los Angeles County, where Evelyn was an Officer. All donations will go towards the Evelyn Gutierrez Scholarship.

35th Annual Productivity and Quality Awards Program Luncheon October 12, 2022



The Board of Supervisors, Chief Executive Office, and Quality and Productivity Commission hosted the 35th Annual Productivity and Quality Awards (PQA) ceremony on October 12, 2022. The Master of Ceremonies was Ms. Lolita Lopez, an Emmy award-winning investigative reporter from NBC4. The awards program included appearances by Supervisor Holly J. Mitchell (Second District), Supervisor Hilda L. Solis (First District), and Fesia A. Davenport (Chief Executive Officer), who delivered the opening and congratulatory remarks.

Since 1987, the PQA program has honored thousands of achievements in service delivery and innovation, which deserve our

recognition. This year's theme was "*Adapt, Create, Achieve.*"

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

Chair Leadership Award Winners



The Department of Health Services was well represented in the awards ceremony. Dr. Christina Ghaly received the Commission's Chair Leadership Award. Each year, the Commission recognizes a leader within the County. This individual is a Department Head who leads by example and carries out the mission and vision of their organization. The Award goes to a Director who promotes innovation, efficiency, accountability, and integrity in all aspects of the department.



Keisha Belmaster, Productivity Manager from Harbor-UCLA Medical Center was presented with the Productivity Managers' Network (PMN) Award. Selection of the "Productivity Manager of the Year" is based on the Productivity Manager's participation in the Commission's programs, promotion of quality and productivity within the Productivity Managers' respective department, as well as across the County, and demonstrated leadership and active participation within the PMN.

Gold Eagle Award

Over 2 Million Served - Public Health with 211 LA, Aging and Disabilities Department, Children and Family Services, City of Los Angeles, Consumer and Business Affairs, Economic Opportunity, Human Resources, Health Services, Internal Services Department, LA County of Library, and Mental Health



Silver Eagle Award

L.A. County Probation - Invest Program - Probation with Economic Opportunity



Bronze Eagle Award

Child Trafficking ID and Response Tea - Probation with First and Fifth Supervisorial Districts and Children and Family Services



Bronze Eagle Award

Pomona Fairplex Emergency Intake Site - Health Services (Olive View-UCLA Medical Center) with First Supervisorial District, Chief Executive Office (OEM), Children and Family Services, Consumer and Business Affairs (OIA), County Counsel, Mental Health, and Public Health



2021 OPERATIONAL TRENDS REPORT

The Strategic Learning Ad Hoc Committee identifies issues and trends that may affect the quality and productivity of County services and ensures the Commission's commitment to ongoing learning and forward thinking. Its charge is to prepare a brief report with policy findings and recommendations related to productivity, based on the annual distillation of learning from Department Visit Summaries; Productivity Investment Fund proposals and status reports; and submissions to the annual Productivity and Quality Awards program. Each year, the Committee gleans insights from these sources, as well as from the Leadership Conference and any special projects, including Board directives and reports.

Recognizing that trends and innovations across the County are at various stages of generation and implementation, the Committee categorizes QPC learning into three major phases - mature, current, and emerging. A mature trend is one that has achieved countywide dissemination, with numerous pilots and scaling efforts well under way. A current trend is one that may be under broad discussion with a number of promising initiatives or interdepartmental collaborations with potential to expand. An emerging trend is just that—a promising approach or model that the Committee has observed in more than one setting and is deserving of further exploration.

To identify and illustrate each finding, the Committee examined Departmental initiatives encountered by the Commission through its diverse programs.

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

DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - January 6, 2023

PMN Orientation - February 1, 2023

PMN General Meeting and Training - February 15, 2023

PIF Proposals due by 5:00 p.m. - April 7, 2023

PMN General Meeting and Training - May 3, 2023

20th Annual Leadership Conference - TBA

PQA Proposals due by 5:00 p.m. - June 23, 2023

PIF Proposals due by 5:00 p.m. - July 7, 2023

PMN Evaluation - August 2, 2023 - Location to TBA

PIF Proposals due by 5:00 p.m. - October 6, 2023

36th Annual PQA - Music Center (Grand Ballroom) DATE TBA

PMN General Meeting and Training - November 1, 2023

PMN Holiday Reception - December 6, 2023 - TBA



PRODUCTIVITY MANAGERS' NETWORK (PMN)

35th Annual PQA Evaluation Burton Chase Park, Marina Del Rey August 3, 2022



Arman Depanian,
PMN Chair,
Department of
Children and Family
Services, welcomed
the PMN to this year's
evaluation, held at
Burton Chase Park. He
stated it marks the first
time in two years the
Network is having the

evaluation in person. He thanked Commissioners for attending the evaluation, along with Productivity Managers, who represented 29 County departments, and one Board office here today.

Commissioner William B. Parent, 2022 Productivity and Quality Awards (PQA) Ad Hoc Committee member, thanked Managers on behalf of the Commission for attending the evaluation. He stated there are 80 applications to review. The Commission truly appreciates the PMN's time to review and evaluate all the applications. The Productivity Managers' scores determine the Top Ten and Commission Special awards.

He also thanked Nicolette Taylor, Stefan Popescu, and employees from the Department of Beaches and Harbors for coordinating the evaluation.

Commissioners look forward to visiting the Top Ten winners in the next few weeks. He wished everyone the best of luck!

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



General Meeting and Training November 2, 2022



The General Meeting and Training of the Productivity Managers' Network (PMN or Network) was held virtually on Wednesday, November 2, 2022. Over 38 Productivity Managers (Managers), Commissioners, and Commission staff attended the quarterly meeting. **Arman Depanian**, PMN Chair, Department of Children and Family Services welcomed Managers to the last meeting of the year.

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

Holiday Reception December 7, 2022

The Productivity Managers' Network (PMN) Annual Holiday Reception was held on Wednesday, December 7, 2022. Over 14 Productivity Managers (Managers), Commissioners Teresa Dreyfuss, Rodney Gibson, Shawn Landres, Huasha Liu, Edward McIntyre, Yasmine-Imani McMorris, E. Scott Palmer and William B. Parent, and Commission staff attended the in-person holiday reception. **Arman Depanian**, **PMN Chair**, Department of Children and Family Services, and **Commissioners E. Scott Palmer and Yasmine-Imani McMorris**, (Commission Liaisons to the PMN), welcomed Managers to the in-person holiday reception.



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WELCOME NEW PRODUCTIVITY MANAGERS!

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

Hector Adame and Dimitri de Silva - Parks and Recreation
Tommie Baines and Jessica Gama - Probation
Thomas Moore and Marcus Huntley - Public Defender

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) program 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 lperez@bos.lacounty.gov for additional information.

DEPARTMENT VISITS

The Commission visits all County Department's on a two-year cycle where Commissioners meeting 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.



2023 Department Visits will be held virtually or in-person as determined by the Department being visited. Click on the departments highlighted below to view the results of their visit during the upcoming year.

The following departments are scheduled for a visit in 2023.

Agricultural Commissioner/Weights and Measures
Alternate Public Defender
Animal Care and Control
Arts and Culture
Assessor
Auditor-Controller
Beaches and Harbors
Children and Family Services
Health Services
Human Resources
LA County Public Library

Museum of Art
Museum of Natural History
Parks and Recreation
Public Works
Regional Planning
Registrar-Recorder/County Clerk
Treasurer and Tax Collector

To view the results of the 2022 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](#)

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