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LA County Leaders Share Ideas, Best Practices on Prioritizing Care in County Services

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

LOS ANGELES, CA – The Los Angeles County Quality and Productivity Commission hosted its 23rd Annual Leadership Conference yesterday, 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,” 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.”

“As Los Angeles County continues to navigate complex challenges impacting the daily lives of millions of residents, our responsibility is to honor our deep commitment to the people we serve. The Quality and Productivity Commission’s “Care Reimagined” conference exemplifies that commitment in action by highlighting the intentional approaches County employees are taking to ensure residents receive the support they need with dignity, compassion, and respect,” said **Second District Supervisor Holly J. Mitchell**.

“Los Angeles County is the safety net for people who have reached the end of their rope—physically, mentally, or financially,” said **Fourth District Supervisor Janice Hahn**. “Right now, more people than ever are depending on us during some of the most difficult moments of their lives. Even as we face our own financial challenges, we have a responsibility to keep showing up for them. That means finding smarter, more innovative ways to deliver services, empowering our employees to solve problems, and

never losing sight of the people who count on us. Caring for our residents isn't just one of the County's responsibilities—it is our mission."

"As Los Angeles County faces complex challenges, it is essential that we continue finding innovative ways to deliver services with care, accountability, and excellence," said **Fifth District Supervisor Kathryn Barger**. "Today's conference brought together leaders from across sectors to share ideas and best practices that will help us build more responsive systems and achieve better outcomes for the residents and businesses we serve."

During the County panel, moderated by Quality and Productivity Commission Chair William B. 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 for 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 UCLA Center for Healthier Children, Families & Communities' Director Dr. Neal Halfon, 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.

"The County continues to provide vital care despite extraordinary challenges guided by an unwavering commitment to empowerment, precision, and accountability in all services," said **Jackie Guevara, Executive Director for the Quality and Productivity Commission**.

Throughout the conference, attendees were shown that despite financial and staffing hardships, Los Angeles County employees remain focused on providing empowerment, precision, and accountability in County services.

To view conference resources, visit the Quality and Productivity Commission's [website](#).

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About the Quality & Productivity Commission

The [Quality & Productivity Commission](#) was originally formed through a County ordinance in 1981 as the Productivity Advisory Committee and was renamed in 1994 to reflect the Commission's focus on the quality of services provided to County residents. The Commission consists of 17 members with diverse backgrounds and expertise who promote and encourage innovation, productivity, quality of services, and efficiencies to help shape major milestones of Los Angeles County government.

About the Executive Office of the Board of Supervisors

The [Executive Office](#) provides a multi-functional support role for the Board of Supervisors in administering and managing technology, staffing, procurement, and facilities resources, as well as the publication of information

for the Board, various County departments, and the public. The Executive Office also administers and oversees over 30 County commissions and offices, and its mission is to provide excellent customer service and support the Board in achieving its objectives.