



34th PRODUCTIVITY & QUALITY AWARDS
OCTOBER 13, 2021

LEADING WITH *Excellence*



LOS ANGELES COUNTY
BOARD OF SUPERVISORS | CHIEF EXECUTIVE OFFICE
QUALITY AND PRODUCTIVITY COMMISSION



EXECUTIVE OFFICE



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COUNTY OF LOS ANGELES

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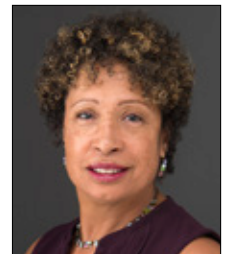
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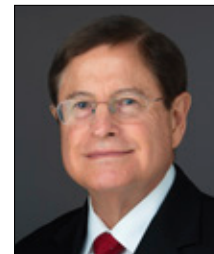
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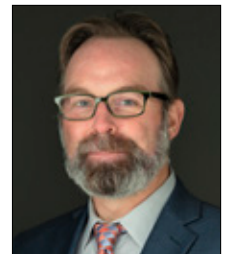
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Jackie T. Guevarra
Executive Director



Laura Perez
Program Manager



Tammy Johnson
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34th ANNUAL PRODUCTIVITY & QUALITY AWARDS

PROGRAM

Welcome

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

Arman Depanian, *Chair,
Productivity Managers' Network*

Inna Sarac and Keisha Belmaster, *Co-Chairs,
Productivity and Quality Awards Program*

Emcee

Naibe Reynoso, *Anchor and Reporter,
LA Channel 36*

Opening Remarks

Commissioner Jacki Bacharach, *Chair
Quality and Productivity Commission*

Fesia Davenport
Chief Executive Officer

Supervisors' Message

Supervisor Hilda L. Solis, *Chair
First District*

Supervisor Holly J. Mitchell
Second District

Supervisor Sheila Kuehl
Third District

Supervisor Janice Hahn
Fourth District

Supervisor Kathryn Barger
Fifth District

Presentations

Commission Chair Leadership Award
Productivity Manager-of-the-Year Award
Commission Specials Awards
Commission Top Ten Awards
Commission Eagle Awards

Closing Remarks

Commissioner Nichelle M. Henderson, *Chair
Productivity and Quality Awards Ad Hoc Committee*

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LA: Regional Initiative for Social Enterprises

Workforce Development, Aging and Community Services with Chief Executive Office (Homeless Initiative), City of Los Angeles, and Roberts Enterprise Development Fund 21

COMMISSION SPECIAL AWARDS

Changemaker Award Recognizes an individual or self-organized group whose commitment to productivity and quality improvement has catalyzed positive department-wide or system-wide culture change.	
■ Dean C. Logan – Voting Solutions for All People, Registrar-Recorder/County Clerk	24
Commissioners' Legacy Award Shows a commitment to program quality and productivity excellence. (In memory of former Commissioners Arthur Gutenberg, Sara Stivelman, Robert Silberman, Ernest J. Friedman, Clayton Anderson, Ray Hemann, Algird Leiga, Gerald Nadler, and William Sullivan).	
■ Managed Intake and Enhanced Placement, Animal Care and Control	25
Community Inclusion Award Recognizing quality and/or productivity improvements that demonstrably and meaningfully engage underserved communities, populations, and/or geographies.	
■ Angelenos in Action: We're all in this Together, Public Health	26
County Image Enhancement Award Promotes and communicates a positive awareness of County services.	
■ Why We Rise, Mental Health	27
COVID-19 Impact Award (New) Highlighting the outstanding efforts and innovations by County departments during the pandemic, which leads the path to COVID recovery.	
■ Hilda L. Solis Care First Village, Public Works with First Supervisorial District, Chief Executive Office, County Counsel, Fire, Public Health, and Regional Planning	28
Customer Service Award Recognizes significant customer service improvement in access, care and/or response.	
■ Outbound Text Campaign for Food Giveaway, Public Social Services with First, Second, Third, Fourth and Fifth Supervisorial Districts	29
Mega Million Dollar Award Generates the most cost savings, cost avoidance, and/or revenue for the County.	
■ Emergency Expansion of Telework, Human Resources with Board of Supervisors, Executive Office, Chief Executive Office, Internal Services Department, and Regional Planning	30
Outstanding Teamwork Award Recognizes effective cooperation across County functions, departments, and/or related agencies that produce significant improvements in County operations and services.	
■ TPI: Putting the Public Back in Public Safety, Public Health with First and Second Supervisorial Districts, Arts and Culture, Health Services, Mental Health, Parks and Recreation, Probation, Sheriff, and Workforce Development, Aging and Community Services	31
Performance Measurement Award Recognizes successful use of systems of measurement to improve service quality and/or productivity.	
■ COVID-19 Analytics, Auditor-Controller with Chief Executive Office, Human Resources, and Internal Services Department	32
Process Improvement Award Recognizes significant business process improvement or workflow enhancement.	
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Message from the Chair of the Quality and Productivity Commission

Commissioner Jacki Bacharach

Welcome to the 34th Annual Productivity and Quality Awards! The Quality and Productivity Commission is proud to co-sponsor today's luncheon in partnership with the Board of Supervisors and the Chief Executive Office. Our 2021 theme, ***Leading with Excellence***, reflects many aspects of the County's commitment to service excellence, inclusion, collaboration, creativity, performance measurement, and, as always, focus on impact. Since March 2020, we witnessed County employees exemplify going above and beyond the call of duty. A united County workforce did an outstanding job meeting various challenges. Department Heads and County employees faced a fluid situation that required them to think outside the box to serve communities in thoughtful and inventive ways.

The Commission works closely with the Productivity Managers' Network, comprised of representatives from each County Department, to promote new approaches and the highest standards for service delivery. This year for this event, Commissioners and Productivity Managers reviewed 147 proposals for awards consideration—of which 31 were considered for the COVID-19 Impact Award.

The 2021 Top Ten winners represent innovative ways to empower some of our most important—and most vulnerable—populations: military veterans, people experiencing homelessness, and children and families affected by the pandemic. These projects provided critical care and services during a most challenging time.

Commission Special Awards honor noteworthy achievements in specific areas. This year's winner of the new COVID-19 Impact Award (*Hilda L. Solis Care First Village*), along with the Community Inclusion Award (*Angelenos in Action: We're all in this Together*), Customer Service Award (*Outbound Text Campaign for Food Giveaway*), and the Commissioners' Legacy Award (*Managed Intake and Enhanced Placement*) underscore the monumental efforts taken during the pandemic.

We thank the Board of Supervisors, Fesia Davenport, Chief Executive Officer, Celia Zavala, Executive Officer of the Board, Department Directors, the Productivity Managers Network, and our generous sponsors for their partnership and support. Congratulations to all County departments, project teams, and community affiliates for their commitment to empowerment, innovation, and solutions that enrich lives. I also want to thank our Commissioners for their commitment and tireless efforts to promote quality, productivity, and innovation in the County. It has been a privilege to serve with you and an honor to be your Chair.



Message from the Chief Executive Officer Fesia Davenport

Welcome to the 34th Annual Productivity and Quality Awards (PQA) program! This year we celebrate the Quality and Productivity Commission's 40 years of service. What a milestone for the Commission, the County and the many employees, departments and residents affected by the Commission's programs over the past 40 years.

One of the Commission's major programs, which supports its core mission, is the annual PQA. Since 1987, the PQA has honored thousands of individual departmental productivity and quality improvement efforts, which deserve our recognition. Now more than ever—after 20 months of the COVID-19 pandemic, social unrest, protests and a historic presidential election—we need to recognize the County's workforce and its commendable efforts.

This year's theme, "Leading with Excellence," describes the County's response not only to the COVID-19 pandemic, but to the daily needs of our residents, especially our most vulnerable populations and those in underserved communities.

The Commission received 147 projects for awards consideration from 34 County departments. The cumulative financial benefits are impressive, too! This year's winning projects are estimated to help generate more than \$145 million in savings, bring in \$311 million in revenue, and represent more than \$1 billion in cost avoidance to the County.

These projects address the priorities of the Board of Supervisors including child protection, integrated health services, homelessness and poverty, justice reform, environmental health, equity, and immigration. They also respond to the emergent needs brought on by the COVID-19 pandemic.

Congratulations to all the project teams! We commend their commitment to quality, efficiency and effectiveness of County operations and services. Annually, departments develop and implement projects that promote innovation, process improvement, and enhanced service delivery to enrich the lives of all County residents. We celebrate you as County heroes. Today, you are making a difference where it counts. I've said it before and I'll say it again: your work matters.

We also thank the Commission for its commitment to its mission, for staying relevant, and actively promoting quality, efficiency, and innovation since 1981.



Message from the Executive Officer

Celia Zavala

Thank you for joining us at the 34th Annual Productivity and Quality Awards (PQA) ceremony. We take a moment to recognize the monumental—and at times heroic— efforts taken to keep the County running. The annual PQA is the foremost showcase of County service excellence.

This year's theme of "*Leading with Excellence*" exemplifies the effort, commitment and resiliency of the County workforce and departments over the last 20 months. When 2020 began, no one could have predicted a pandemic or social unrest. Businesses closed and residents stayed home in compliance with emergency public health orders.

It has been an unprecedented time that we will never forget. We have all seen and/or personally felt the impact of the COVID-19 pandemic in our County, at home, in schools, and in our medical system. We also watched the tragic death of George Floyd unfold and bring massive protests in our communities.

Despite it all, we witnessed County employees from all departments doing an outstanding job meeting the various challenges with dignity, compassion, and collaboration.

From *Sidewalk Service & Virtual Ventures*, *The Safe, Clean Water Program*, *Outside the Wire: Transition Assistance Program*, and *LA: Regional Initiative for Social Enterprises* our focus remained on service to the most vulnerable population in our communities—and in response to the pandemic, the County family quickly pivoted and implemented *Emergency Expansion of Telework*, *Managing Outbreaks for COVID-19 Pandemic Response* and *Predictive Modeling of the COVID-19 Pandemic*, among many others.

We celebrate the creativity and hard work of our County workforce in making Los Angeles County a better place to live.

Thank you to the Quality and Productivity Commission for their advocacy and vision of innovation, quality, productivity, and service excellence in all aspects of County operations. Congratulations to my fellow Department Heads and their staff for actively promoting innovation, process improvement, and enhanced service delivery to enrich the lives of all County residents!



Arman Depanian
Chair, PMN



Keisha Belmaster
Co-Chair, PQA Program



Inna Sarac
Co-Chair, PQA Program

Message from the Productivity Managers' Network (PMN)

Congratulations to the members of the Los Angeles County Productivity Managers Network for an outstanding 2020 and 2021! Your resilience during the past two years with pursuing operational productivity and quality in a landscape so heavily impacted by a worldwide pandemic has been inspirational. Your accomplishments as Productivity Managers and promotion of efforts to overcome challenges brought upon by the COVID-19 virus are a testament to your leadership, your dedication to serving Los Angeles County, and your commitment to furthering your department's mission.

The PMN Executive Committee would like to thank you for the privilege of representing you. We are grateful for your participation in PMN activities, and the support you have provided throughout these past two years.

The Quality and Productivity Commission (QPC) appreciates your ongoing efforts to promote quality and productivity within your department and throughout the County. The Commission values your contributions, which greatly enhance its programs. As a Departmental Productivity Manager, you lead in the key areas of innovation, creativity and enhanced efficiency. Ultimately, your involvement plays a critical role in improving the lives of County residents.

This year's submissions clearly demonstrate that County employees continue to innovate and strive to provide efficient, effective, high quality public services to the public. As we joyously celebrate the ability to Lead with Excellence, we should be proud of our collective focus to improve the lives of the residents of Los Angeles County. With the leadership of the Commissioners and support of Commission staff, there is no other team that can match the success of the Productivity Managers' Network.

2021 Productivity Managers' Network Executive Committee

Arman Depanian, Chair

Stephanie Maxberry, Executive Advisor

Elizabeth Mendez, Executive Advisor

Heidi Oliva, 1st Vice-Chair

Stanley Yen, 2nd Vice-Chair

Jennifer Coultas, Training and Education Chair

Keisha Belmaster, Co-Chair, Productivity and Quality Awards Program

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

Susan Linschoten, Chair, Productivity Investment Board Advisory Committee

Arman Depanian, Co-Chair, Productivity Investment Board Advisory Committee

2021 Quality and Productivity Managers' Network

Christine Belden
Katherine Takata *
Agricultural Commissioner/
Weights & Measures

Robert Meneses
Maria Cordero *
Alternate Public Defender

Dorothy Phillips
Animal Care and Control

Megan Moret
Heather Rigby *
Arts and Culture

Dara Smith
Steven Hernandez *
Assessor

Dulce Maycumber
Lisa Canada *
Susan Linschoten*
Cindy Lee *
Auditor-Controller

Nicolette Taylor
Stefan Popescu *
Beaches & Harbors

Brenda Duran
Lev Levon *
Board of Supervisors, Executive Office

Jose Chew
Kate Anderson*
Erlinda Bernardo *
Chief Executive Office

Gregory Melendez
Chief Executive Office/
Chief Information Office

Jennifer Coultas
Andrea Barnes *
Child Support Services

Arman Depanian
Children and Family Services

Ericka Vayas
David Diaz *
Michelle Jiang *
Consumer and Business Affairs

Jesus Castillo
Lisa Lopez *
County Counsel

Tracy Holcombe
Stanley Yen *
District Attorney

Heidi Oliva
Julia Kim *
Fire Department

Connie Salgado-Sanchez
Health Services – Administration

Dr. Ellen Rothman
Health Services – Martin Luther King, Jr.
(MLK) Outpatient Center

Deedra Williams
Health Services – ACN – Health System
(High Desert)

Keisha Belmaster
Health Services – Harbor-UCLA
Medical Center

Laura Sarff
Health Services – LAC+USC
Medical Center

Joselin Escobar Duran
Health Services – Olive View-UCLA
Medical Center

Patricia Soltero Sanchez
Bobbi Jean Tanberg-Mitchell *
Health Services – Rancho Los Amigos
National Rehabilitation Center

Leslie Foxvog
Molly Gonzalez *
Human Resources

Leticia Perez
Sonia Fernandez *
Celina Ortiz *
Internal Services

Elisa Vasquez
Los Angeles County
Development Authority (LACDA)

Samangi Skinner
Yolanda De Ramus *
Jessie Towers *
LA County Library

Ann Rowland
Daniel Johnson *
Catherine Massey *
Los Angeles County Museum of Art

Sylvia White-Irby
Ann Donlan *
Los Angeles Superior Court

Inna Sarac
Medical Examiner-Coroner

Leticia Ximénez
Angel Baker *
Mental Health

Rose Bueta
Military and Veterans Affairs

Dawn McDivitt
Museum of Natural History

Elizabeth Mendez
Monica Pollaccia *
Parks and Recreation

Joan Pera
Yvonne Palmer *
Probation Department

Gail Bristo
Jeff Gilliam *
Public Defender

Catherine Mak
Public Health

Maria Rivera
Elizabeth Herrera *
Sonia Santana *
Public Social Services

Leslie Schenk
Cristina Arechiga *
Public Works

Hsiao-Ching Chen
Regional Planning

Alexander Ogunji
Registrar-Recorder/County Clerk

Rick Cavataio
David Culver *
Glen Joe *
Monica Moreno *
Sheriff's Department

Matthew Gonzalez
Treasurer and Tax Collector

Stephanie Maxberry
Kevin Anderson *
Workforce Development,
Aging and Community Services

**BOARD OF SUPERVISORS
PRODUCTIVITY MANAGERS**

Tamela Omoto-Frias
Cindy Chen *
Barbara Garcia *
Hoang Nguyen *
1st Supervisorial District

Kirk Shelton
Caroline Torosis *
2nd Supervisorial District

Torie Osborn
Nik Swiatek *
3rd Supervisorial District

Daritza Gonzalez
4th Supervisorial District

Vacant
5th Supervisorial District

**Alternates*



Master of Ceremonies

Naibe Reynoso
Los Angeles County Channel 36

Naibe Reynoso is a multiple-Emmy Award-winning journalist. She has been working in media for more than 25 years. Currently, she is the Anchor and Reporter for Los Angeles County's weekly show "*Close Up*" and the Spanish show "*El Condado Contigo*." LA County: Close-up is a weekly news magazine that takes viewers behind the scenes to showcase people and programs making a difference in Los Angeles County and its communities.

She has worked and contributed to networks including Univision, Reelz Channel, CNN en Español, the BiographyChannel, ORA TV, France 24, and has even filled in as a co-host on ABC's "The View". In 2018 she founded her publishing company Con Todo Press to amplify the stories and voices of the Latinx community. Her books highlight Latinx leaders and celebrate culture.

Her first bilingual children's book "Be Bold, Be Brave: 11 Latinas who made U.S. History" was a #1 bestseller on Amazon and won awards including the International Latino Book Award, and the Moonbeam Award.



LEADING WITH *Excellence*

COMMISSION
TOP TEN AWARD WINNERS



Top Ten Award Winner

MHOAC COVID-19 RESPONSE

Health Services (Emergency Medical Services Agency) with Chief Executive Office
(Office of Emergency Management), Medical Examiner-Coroner, Mental Health, and Public Health

The Los Angeles County Medical and Health Operational Area Coordination (MHOAC) program COVID-19 Response involved the coordination of the response strategies to address the impacts of the pandemic to the medical system of the County. The medical system experienced various challenges at different phases of the pandemic. At the onset, a critical shortage of personal protective equipment was the biggest challenge. When community testing was being rolled out, testing operations became a challenge. As antiviral therapies became available, procurement, allocation and distribution of the pharmaceuticals needed to be addressed.

During the Fall 2020/Winter 2021 surge, ensuring that acute care facilities had adequate resources, including space, staff, and supplies to manage patients was almost insurmountable. Several hospitals were on the verge of implementing crisis care during the surge. The MHOAC response to the various challenges while facing daunting obstacles, saved the Los Angeles County medical system from the brink of a catastrophic disaster and ensured patients received the medical care they needed.



Top Ten Award Winner

LA COUNTY COVID-19 RESPONSE FOR PEH

Health Services (Housing for Health) with Chief Executive Office (Homeless Initiative, Office of Emergency Management, and Real Estate Development), Internal Services Department, Los Angeles Homeless Services Authority, Los Angeles County Development Authority, Mental Health, Public Health, and Public Works

People experiencing homelessness (PEH) between the ages of 18 to 29 and 30 to 49 are respectively 13.7 and 4.6 times more likely to die from COVID-19 (COVID) than their housed age-matched peers. Coordinating and implementing the LA County COVID homeless response was a joint effort, and included the Los Angeles Homeless Services Authority (LAHSA), Health Services (Housing for Health), Mental Health, Public Health, and the Chief Executive Office (Homeless Initiative, Real Estate Development, and Office of Emergency Management Divisions).

Together, these agencies implemented specialized COVID Response Teams; developed testing, contact tracing, and outbreak management strategies for PEH; implemented infection control measures; distributed needed supplies; stood up a vaccination program for PEH; began a medical shelter program and expanded available interim beds; delivered meals to PEH; launched Project Roomkey and Project Homekey; created a workforce member care program; developed an in-home care giving program; and decompressed hospitals. Through these activities and the unprecedented coordination and collaboration between these agencies, the homeless population in Los Angeles County maintained a significantly lower COVID positivity rate than the general population throughout the pandemic.



Top Ten Award Winner

PREDICTIVE MODELING OF THE COVID-19 PANDEMIC

Health Services (HSA and Emergency Medical Services Agency)
with Berry Consultants, LLC, Chief Executive Office, LA Care, Public Health,
and UCLA Departments of Biostatistics, Mathematics, and Statistics

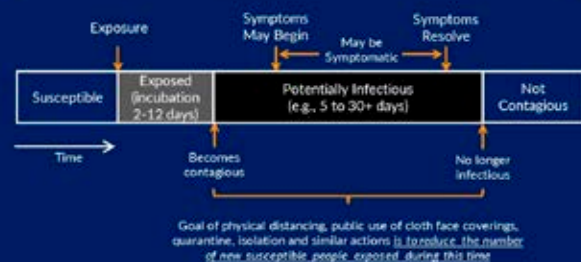
The demand generated by the COVID-19 pandemic for acute hospital care, ICU care, ventilators, and morgue services in 2020 had the potential to exceed the available resources in Los Angeles County. An accurate forecast of demand for such services was needed to guide the deployment of available County and State resources, to inform public health policy decisions, and to communicate effectively with the public. A multidisciplinary team of collaborators was assembled from within and beyond the County to develop a sophisticated statistical forecasting model.

The team produced publicly posted, weekly COVID-19 activity and resource utilization forecasts from April 2020 to May 2021. The forecasts allowed the Department of Health Services to provide the public and news media with timely and accurate information about projected healthcare resource availability and serve as an early warning system for surges in disease activity. They made the implementation of mitigation strategies possible by reducing death and suffering caused by the pandemic in Los Angeles County.

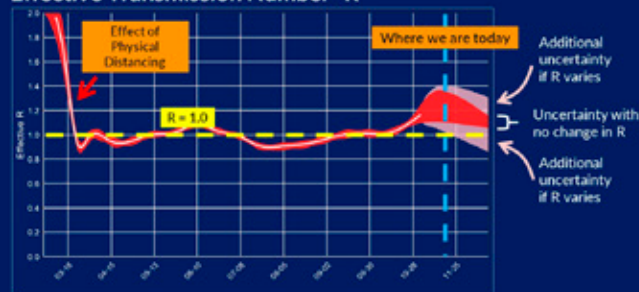
Key Findings of the November 18th Update

- This update includes data through November 16th, 2020.
- There have been no changes to our approach to making projections since last week.
- Key findings:
 - The number of new patients with COVID-19 requiring hospitalization each day across Los Angeles County is increasing.
 - The estimated transmission number ("R") is 1.18 with an uncertainty of 1.10 to 1.27. This is a marked increase from last week, when the estimate was 1.03 with an uncertainty of 0.97 to 1.09. When R is above 1 the number of cases will increase over time.
 - Based on the current estimate for R, and assuming no change in behavior, it is likely the number of cases will go up rapidly, with likely shortages in the number of hospital beds and ICU beds over the next 2 to 4 weeks. The number of ventilators in Los Angeles County is likely to be adequate over the next 4 weeks.
 - The model suggests about 1 in 250 Los Angeles County residents are currently infectious to others and that about 1 in 6 have had COVID-19.

A Patient's Journey | COVID-19

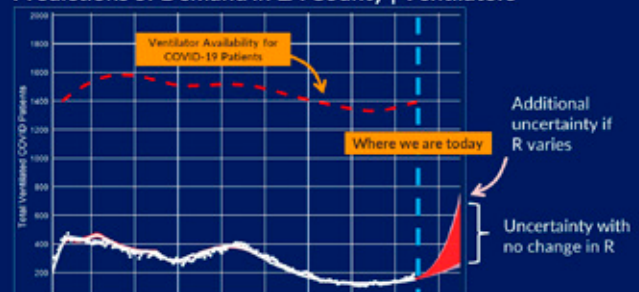


Effective Transmission Number "R"



Note: We have adjusted the R that we present to account for the fraction of the population that is presumed to be immune to reinfection. At the beginning of the pandemic, this fraction was essentially zero so this would not have made any difference. But as more people have been infected, and are presumed to have immunity, we are presenting an R that includes this factor.

Predictions of Demand in LA County | Ventilators



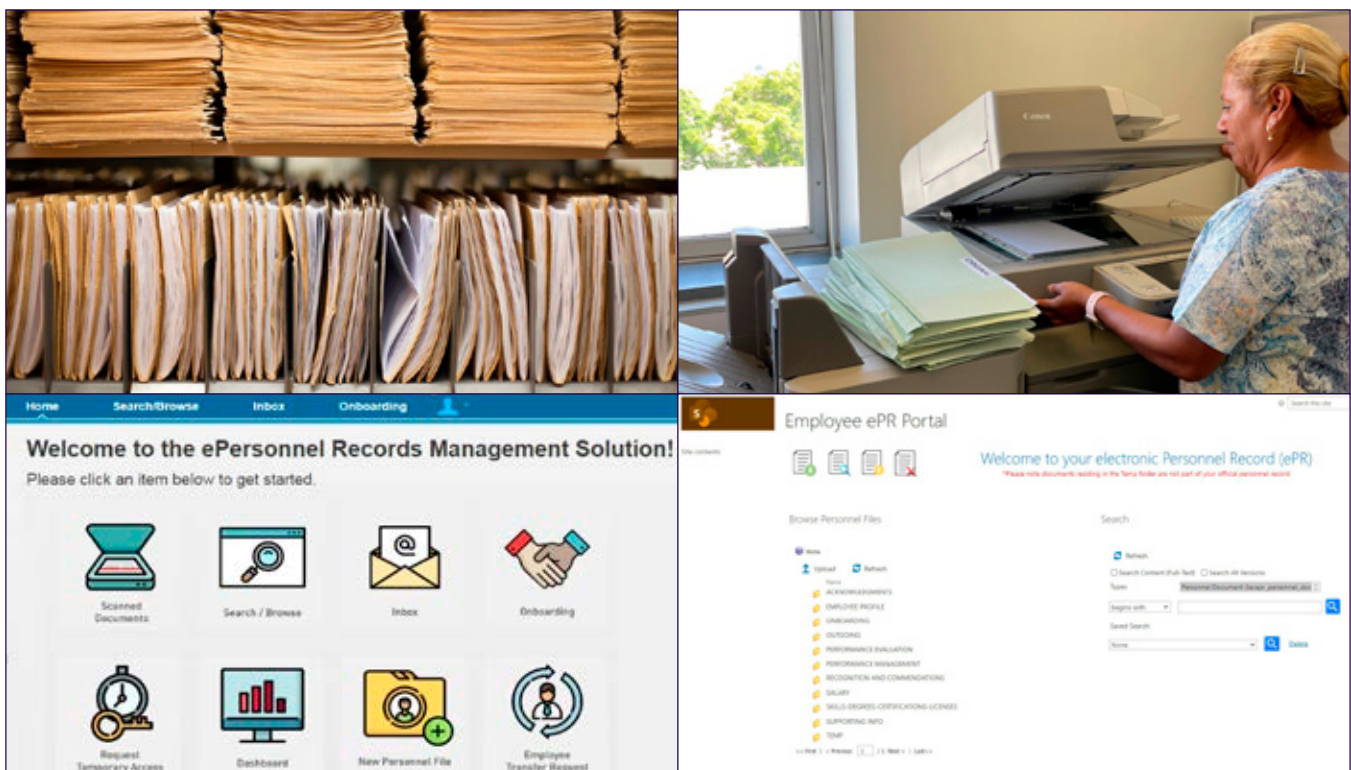
Top Ten Award Winner

E-PERSONNEL DIGITIZATION AND RECORDS MANAGEMENT

Human Resources with Internal Services Department and Registrar-Recorder/County Clerk

The Department of Human Resources, Registrar-Recorder/County Clerk and Internal Services Department developed and implemented the Electronic Personnel Digitization and Records Management (ePR) system, a central, online repository of Countywide personnel files and records. The system replaced the manual process of maintaining paper files with an automated central trusted system of electronic employee personnel records, providing real-time secure access to personnel records by employees, supervisors, and human resources staff as appropriate across the County.

The system is integrated with key County enterprise systems, providing real-time document access and updates as records are being finalized. The ePR system eliminates the need for physical storage and transportation, safeguards documents, provides recovery in the event of a natural disaster, and increases employee productivity by reducing manual processes. In addition, the system established a high taxonomy for all record types and is designed to adhere to standard retention policies in accordance with County policies.



Top Ten Award Winner

EMERGENCY EXPANSION OF TELEWORK

Human Resources with Board of Supervisors, Executive Office, Chief Executive Office,
Internal Services Department, and Regional Planning

The Los Angeles County Telework Program was initially created in 1989 and experienced low participation rates until March 2020. During the COVID-19 pandemic, to address the safety and health of both employees and the public, certain requirements of the Telework Program were lifted so that County departments could expedite the transition of employees to telework. As a result, the number of teleworkers soared from less than 5% to 44% of the County workforce by June 15, 2020.

Without formal guidelines or staffing in place, the Department of Human Resources moved quickly to lead and support County departments and employees as they addressed and overcame the challenges that accompanied the widespread implementation of telework. The Emergency Expansion of Telework led to the creation of formal protocols, which were issued in December 2020. From April 1, 2020 to March 31, 2021, among other benefits, County employees saved 211 million miles by not commuting to work, translating into a decrease of 85,204 metric tons of CO2 emissions. Additionally, the County saved \$2.9 million and avoided \$17.3 million in real estate leasing costs.



Top Ten Award Winner

SIDEWALK SERVICE & VIRTUAL VENTURES

LA County Library

When libraries closed in March 2020 due to COVID-19, the LA County Library (Library) quickly pivoted, developing digital and contactless services that enhanced and expanded communities' access to essential services. The Library launched a new Digital Library Card, allowing those without existing cards to access digital resources, like eBooks, music, movies, and classes. A new systemwide Virtual Programming strategy retooled under-utilized communication tools (Webex and YouTube) to deliver impactful and cohesive digital programs, like those conducted in person.

While these online services became a vital lifeline for customers, the Library also saw the need to serve those impacted by the digital divide. Sidewalk Service offered safe, contactless pickup at libraries, allowing customers to safely enjoy the Library's resources and services at home—particularly important for those who rely on libraries to connect to educational resources and economic recovery services. Together, these new models represent not just a quick and effective response to the pandemic, but a framework to continue the service delivery models into the future, increasing accessibility of Library services to all Los Angeles County residents.



Top Ten Award Winner

**OUTSIDE THE WIRE:
TRANSITION ASSISTANCE PROGRAM**

Military and Veterans Affairs with U.S. Vets

Funded by a Mental Health Services Act grant through the California Department of Veterans Affairs (CalVet), Military and Veterans Affairs and U.S. Vets partnered in *Outside the Wire-Transition Assistance (OTW-TA)*, to provide counseling and case management services at local community colleges for veterans transitioning from military service to civilian communities.

The program offers post 9/11 veterans and their families fully coordinated, stigma-free prevention and early intervention services that address the root cause of military service reintegration problems, including homelessness, suicide, and other mental health conditions. It also includes services by Veteran Service Officers and peers with a whatever-it-takes approach to provide compensation, job training, education fee waivers, legal help, and other services.

Connecting with Veterans' service organizations is, in and of itself, a step toward mental health; veterans flourish when integrated teams organize mental health treatment with a family systems orientation. In the spirit of leaving no one "outside the wire" upon transition to civilian life, the OTW-TA program, located on 13 campuses in Los Angeles County, has enriched the lives of over 805 veterans and their families.



Top Ten Award Winner

MANAGING OUTBREAKS FOR COVID-19 PANDEMIC RESPONSE

Public Health

The Community Field Services Division in the Department of Public Health (DPH) established an Outbreak Management Branch (OMB) structure as part of Public Health's coordinated response to the COVID-19 pandemic. The Division's new operations were expanded with additional staffing and collaborated extensively with other DPH programs, such as the Acute Communicable Disease Control Program, Environmental Health, the Division of Chronic Disease and Injury Prevention, and the Office of Health Assessment and Epidemiology. Together, they developed new systems, such as data management infrastructure, quality assurance in outbreak investigation and management, and strengthened internal communications.

These strategies helped optimize COVID-19 outbreak management, which resulted in OMB managing over 5,600 COVID-19 outbreaks to date—which includes the surges experienced during the past winter 2020-21—and avoiding an economic loss burden estimated to be at least \$252 million from COVID-19.



Top Ten Award Winner

THE SAFE, CLEAN WATER PROGRAM

Public Works

The Safe, Clean Water (SCW) Program is one of the largest stormwater infrastructure implementation programs in the world, generating nearly \$280 million in revenue annually for multi-benefit investments across the Los Angeles region. Previously, the region was vastly underfunded to meet basic water quality regulatory provisions (needs exceeded \$10 billion), seeking solutions to ensure a resilient water supply, and in need of creative community enhancements.

The Program was developed through extensive engagement with politicians, stakeholders, and the public. It initiated a sea change, utilizing both new collaborations and new funding to address significant needs through meaningful projects and programs vetted through extensive public engagement and a robust governance structure. The SCW addresses multiple benefits—spanning water quality, water supply, and community enhancements—with an emphasis on disadvantaged communities and nature-based solutions. The SCW also fostered a paradigm shift that brought unprecedented regional collaboration with undisputable results. Visit the SCW websites at www.safecleanwaterla.org and <https://portal.safecleanwaterla.org/scw-reporting/map> for more information on the program.



Top Ten Award Winner

**LA: REGIONAL INITIATIVE
FOR SOCIAL ENTERPRISES**

Workforce Development, Aging and Community Services with Chief Executive Office
(Homeless Initiative), City of Los Angeles, and Roberts Enterprise Development Fund

Workforce Development, Aging and Community Services' (WDACS) Los Angeles: Regional Initiative for Social Enterprises (LA:RISE) is an innovative and collaborative partnership that unites the City of Los Angeles and the County of Los Angeles' Workforce Development systems with employment Social Enterprises (SEs) to assist those impacted by homelessness into the workforce. LA:RISE is funded by County Measure H.

In the LA:RISE model, Social Enterprises provide homeless, formerly homeless, and individuals at risk of homelessness with Transitional Subsidized Employment paired with wrap-around support and Barrier Removal Services. Simultaneously, the workforce development system works collaboratively with the SEs to provide participants career development, job training, employment assistance and intensive employment retention services. After expanding Countywide in 2018, there has been nearly 3,400 homeless individuals served, over 1,300 completing paid transitional employment, and nearly 1,400 placed in permanent jobs.





LEADING WITH *Excellence*

COMMISSION
SPECIAL AWARD WINNERS



Commission Special Award Winner
Changemaker Award

**DEAN C. LOGAN – VOTING SOLUTIONS
FOR ALL PEOPLE**

Registrar-Recorder/County Clerk

In 2009, Dean C. Logan, Los Angeles County Registrar-Recorder/County Clerk (RR/CC), embarked on an unprecedented effort to modernize the voting system in Los Angeles County, the nation's largest and most complex voting jurisdiction. This journey was not always smooth as there was no model to follow, regulations and policies were not conducive to the effort, and funding was not readily available. Historically, voting systems are developed to satisfy regulatory requirements and the needs of elections administrators; however, Dean C. Logan had a different vision that focused on the voters of the County.

Through the next decade, Dean C. Logan led the Department on a mission that would improve the voting experience for all voters from all walks of life, co-authored legislation to expand voting options, certified the first publicly owned voting system in the United States, and successfully implemented the County's new system—Voting Solutions for All People—in time for the 2020 presidential election cycle.



Commission Special Award Winner
Commissioners' Legacy Award

MANAGED INTAKE AND ENHANCED PLACEMENT

Animal Care and Control

In response to the COVID-19 pandemic, the Department of Animal Care and Control (DACC) implemented the Managed Intake and Enhanced Placement (MIEP) programs. The programs have been so successful, they have been adopted as DACC's ongoing operational models for the future and have been recognized nationally as best practices in animal welfare.

MIEP provides alternatives to impoundment so pets can remain with their families or be placed into new homes without the need for admittance into animal care centers (ACCs). Enhanced placement provides expanded opportunities for placing unwanted pets into new homes, temporary foster homes, or with animal rescue groups. MIEP has resulted in a 51% decrease in the need to admit dogs and cats into the ACCs. Cats live releases have increased from 50% to 66% and dog live releases remain steady at 88%. Infectious disease in the ACCs dropped by 66% for cats and 53% for dogs. Customer service has greatly improved, new technologies have been implemented, and DACC has seen significant reduction in overtime and supply costs as well as workplace injuries. MIEP is the "better normal" after the COVID-19 pandemic and has revolutionized how DACC serves the community.



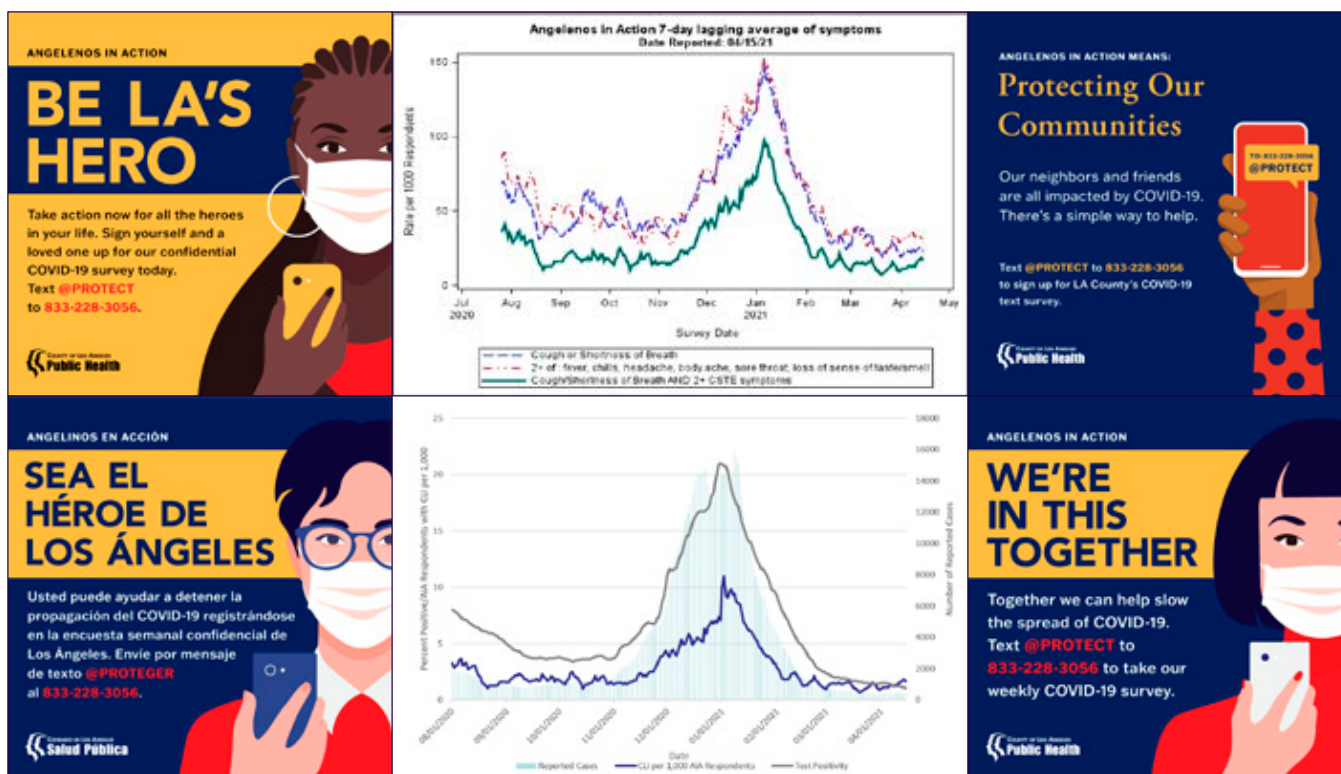
Commission Special Award Winner
Community Inclusion Award

**ANGELENOS IN ACTION:
WE'RE ALL IN THIS TOGETHER**

Public Health

Traditional public health surveillance relies on patient interactions with the healthcare system. COVID-19 complicated this surveillance, making it hard to monitor. The Department of Public Health's solution was to engage the community directly. The Department proposed an innovative approach to the Quality and Productivity Commission and received a Productivity Investment Fund grant for Angelenos in Action (AiA) to set up a network engaging volunteers from all over the County.

These volunteers received an automated weekly text asking about COVID-19 symptoms. To reach vulnerable populations, bilingual ads were released on Hip-Hop and Latino radio stations, as well as online African American newspapers. Due to this innovative system and a simple survey, the Department achieved a high community enrollment of 17,458 persons. While no follow-up occurs in AiA, the implications of the system are expansive, facilitating nearly real-time monitoring that complements existing systems. This approach requires fewer resources and costs less to develop and maintain than other traditional surveillance methods. Due to the success of AiA, other jurisdictions requested the Department share through webinars/workshops, as well as the conference for the Council of State and Territorial Epidemiologists.



*Commission Special Award Winner
County Image Enhancement Award*

WHY WE RISE

Mental Health

The Los Angeles County Board of Supervisors unanimously declared May 2021 the “most important (Mental Health Awareness Month) ever” and confirmed support for Why We Rise (WWR), a campaign of the Los Angeles County Department of Mental Health.

A cornerstone of the WWR campaign is the transformative annual WE RISE initiative held during May, which encourages wellbeing and healing through art, connection, community engagement, and creative expression. Originally launched in 2018 and now in its fourth year, WE RISE 2021 featured a full month of COVID-safe, in-person and virtual experiences, including art installations, workshops, panels, performances, and outdoor community programs for children and families across all five Supervisorial Districts. In partnership with numerous County departments, WE RISE has been a source of connection, resources, and societal healing across Los Angeles County in response to the unprecedented national experience of a pandemic and long-standing social injustice. In doing so, WWR continues to ignite a growing movement to raise awareness for mental health, combat stigma, and advocate for accessibility, early intervention, and treatment. For more information, please visit werise.la.



Commission Special Award Winner
COVID-19 Impact Award

HILDA L. SOLIS CARE FIRST VILLAGE

Public Works with First Supervisorial District, Chief Executive Office, County Counsel,
Fire, Public Health, and Regional Planning

On December 3, 2019, Supervisor Hilda L. Solis authored a motion to direct the Chief Executive Office (CEO) and Department of Public Works to provide recommendations for an interim and/or affordable housing at the 1060 North Vignes parking lot, which was initially intended to serve as a staging area for the since cancelled Men's Central Jail Replacement Project. Soon thereafter, Governor Gavin Newsom issued a State of Emergency Proclamation due to COVID-19 on March 4, 2020. The need for housing for people experiencing homelessness was even more critical.

On September 29, 2020, the Board of Supervisors passed a motion to transform the parking lot into a 232-bed housing project for people experiencing homelessness in Los Angeles County that are most vulnerable to COVID-19. The Hilda L. Solis Care First Village was primarily funded by the CARES Act with an extremely short expiration date. The project was spearheaded by the First District and CEO and executed by the Department of Public Works for innovative construction approaches. The project demonstrated the County's commitment to allocating resources as rapidly and as cost-efficiently as possible to address housing insecurity and the mental and behavioral health needs of the most vulnerable residents in Los Angeles County.



Commission Special Award Winner
Customer Service Award

OUTBOUND TEXT CAMPAIGN FOR FOOD GIVEAWAY

Public Social Services with First, Second, Third, Fourth, and Fifth Supervisorial Districts

At the onset of the COVID-19 Public Health Emergency, the Department of Public Social Services (DPSS) collaborated with the Los Angeles County Board of Supervisors (Board), LA Regional Food Bank, and other community organizations to coordinate food giveaway events for families in need. Per the LA Regional Food Bank, prior to the COVID-19 pandemic, 1 in 5 residents in Los Angeles County faced food insecurity. As a result of the economic recession caused by COVID-19, that number has soared. A recent report indicates that between April and May, roughly 1 in 4 people living in Los Angeles County dealt with an instance of food insecurity.

Through the delivery of text messages to approximately 2.5 million households, the Department was able to deliver critical information in both English and Spanish on local food distribution. The Board confirmed that the Food Giveaway Text Campaign strategy effectively reached people quickly and provided critical information on resources to the County's low-income residents during the ongoing COVID-19 pandemic. The outbound text campaign was deemed a success as large turnouts were reported at the food distribution sites and every box of food was given away.



Commission Special Award Winner
Mega Million Dollar Award

EMERGENCY EXPANSION OF TELEWORK

Human Resources with Board of Supervisors, Executive Office, Chief Executive Office,
Internal Services Department, and Regional Planning

The Los Angeles County Telework Program was initially created in 1989 and experienced low participation rates until March 2020. During the COVID-19 pandemic, to address the safety and health of both employees and the public, certain requirements of the Telework Program were lifted so that County departments could expedite the transition of employees to telework. As a result, the number of teleworkers soared from less than 5% to 44% of the County workforce by June 15, 2020.

Without formal guidelines of staffing in place, the Department of Human Resources moved quickly to lead and support County departments and employees as they addressed and overcame the challenges that accompanied the widespread implementation of telework. The Emergency Expansion of Telework led to the creation of formal protocols, which were issued in December 2020. From April 1, 2020 to March 31, 2021, among other benefits, County employees saved 211 million miles by not commuting to work, translating into a decrease of 85,204 metric tons of CO2 emissions. Additionally, the County saved \$2.9 million and avoided \$17.3 million in real estate leasing costs.



*Commission Special Award Winner
Outstanding Teamwork Award*

TPI: PUTTING THE PUBLIC BACK IN PUBLIC SAFETY

Public Health with First and Second Supervisorial Districts, Arts and Culture,
Health Services, Mental Health, Parks and Recreation, Probation, Sheriff,
and Workforce Development, Aging and Community Services

The Trauma Prevention Initiative (TPI) invests in community safety solutions that center survivors and engage community members in public safety decision-making. TPI has been implemented in South Los Angeles since 2015 and includes Street Outreach and Community Violence Intervention, Hospital Violence Intervention, grassroots capacity building, and community leadership development strategies. TPI has fostered partnerships with Health Services, Mental Health, Parks and Recreation, Probation, Sheriff, Workforce Development, Aging and Community Services, and others to advance systems change and align services to support communities.

Between 2016 and 2020, violent crimes in two communities with ongoing community engagement infrastructure declined, showing promising early results. TPI's proactive and intentional countywide coordination facilitated critical COVID-19 response and support to communities hardest hit. TPI's approach improves police-community relations and creates safe spaces for prevention efforts to take root, addressing the epidemic of violence as a public health issue.



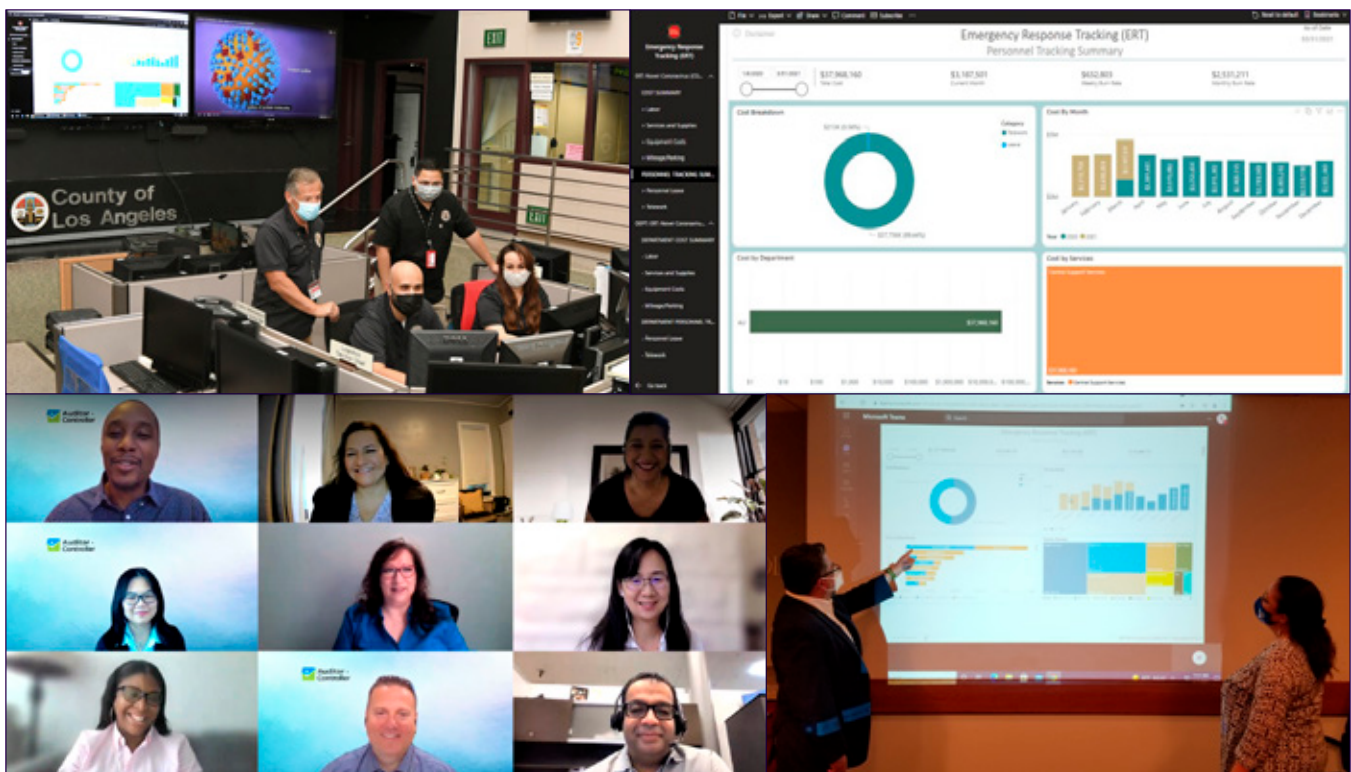
Commission Special Award Winner
Performance Measurement Award

COVID-19 ANALYTICS

Auditor-Controller with Chief Executive Office, Human Resources, and Internal Services Department

The Auditor-Controller in collaboration with the Chief Executive Office (Office of Emergency Management), Department of Human Resources and Internal Services Department developed COVID-19 Analytics to improve the County's comprehensive Emergency Response Tracking program. The COVID-19 Analytics is comprised of a series of central and departmental data analytics dashboards that monitor COVID-19 financial, payroll and human resources costs from various data sources, the digitization of employee records generated per pay period (over 35,000 employee timesheets, over 18,000 wage statements, and 2,700 mileage claims), including distribution of department detailed files consisting of over 400,000 expenditure and payroll transactions produced every pay period.

The COVID-19 Analytics provide County leaders the capability to assess the financial impact of the emergency through charts, graphs, and reports. Since May 2021, the COVID-19 Analytics have reported over \$1.8 billion in COVID-19 related costs, of which \$938 million were attributed to labor. To date, 46,281 employees have logged over 14.3 million labor hours to COVID-19 related activities.



Commission Special Award Winner
Process Improvement Award

PUBLIC WORKS PAVEMENT MANAGEMENT PROGRAM

Public Works

The Public Works Pavement Management Program (Program) achieved a high level of productivity and quality in delivering improved roads to the public. The Program implemented effective strategies to reduce costs and decrease project timelines including in-house project management, collaborative design processes, and streamlined construction contracting. The Program delivered 29 projects totaling \$47 million, using increased revenue from Senate Bill 1, Road Maintenance and Rehabilitation Account.

The Program had a strong focus on sustainability in alignment with the County's Strategic Plan Goals and utilized treatments that were both environmentally and economically sustainable. Using innovative technologies, including Cold-In-Place Recycling and Cold-Central-Plant Recycling, Public Works was able to reuse existing asphalt material in roadway rehabilitation. This resulted in an 80% decrease in energy usage, 79% savings in Greenhouse Gas emissions, and 37,113 cubic yard reduction in landfill deposits. Projects were executed with shorter design phases, fewer construction working days, and reduced construction impacts to the public. Utilizing these technologies resulted in a \$4.1 million cost savings when compared to traditional methods.





LEADING WITH *Excellence*

SPECIAL MERIT
COMMISSION PLAQUE AWARD WINNERS

TRADITIONAL
COMMISSION PLAQUE AWARD WINNERS

COMMISSION CERTIFICATES
OF RECOGNITION AWARD WINNERS



Special Merit Plaque Winners

*Distinguishes meritorious accomplishment of special projects or programs
that successfully fulfill departmental and County objectives*

Regional Partnerships for Small Business Recovery

Consumer and Business Affairs with Los Angeles County Development Authority

LAC+USC Transitional Hemodialysis Program

Health Services (LAC+USC Medical Center)

Safer at Home Oxygen Program

Health Services (LAC+USC Medical Center)

The Community Ambassador Network (CAN)

Mental Health with Public Social Services

Answering the Call: Contact Tracing in LA County

Public Health with Human Resources, LA County Library,
and Workforce Development, Aging and Community Services

Critical Delivery Services

Workforce Development, Aging and Community Services

Great Plates Delivered Program Streamlining

Workforce Development, Aging and Community Services

LA Found – Project Lifesaver Pilot

Workforce Development, Aging and Community Services

Youth@Work Probation Camp to Community

Workforce Development, Aging and Community Services with Probation

Traditional Plaque Winners

Recognizes commendable achievements in public service

Improving Health Outcomes for Foster Youth

Board of Supervisors, Executive Office (Office of Child Protection)
with Children and Family Services, Health Services, Mental Health, and Public Health

Advanced Provider Response Unit (APRU)

Fire

COVID-19 Proning Team Project at Harbor-UCLA

Health Services (Harbor-UCLA Medical Center-Department of Clinical Quality & Safety)

Time is Tissue: Hot Foot Line Outcomes

Health Services (Rancho Los Amigos National Rehabilitation Center and LAC+USC
Medical Center)

Equity Empowers: iCount Redefines Library Service

LA County Library

DMH Outpatient Conservatorship Pilot

Mental Health

Covid-19 Contact Tracing Student Internship

Public Health (Children's Medical Services)

DPH COVID Information, Referral, and Vaccine Line

Public Health

Medical Therapy Program (MTP) Telehealth

Public Health

Great Plates Delivered

Workforce Development, Aging and Community Services

Certificates of Recognition

Recognizes projects deserving honorable mention

Community Impact Arts Grant Program and Evaluation

Arts and Culture

Women's Right to Vote Art Competition

Arts and Culture with Chief Executive Office (Women and Girls Initiative) and LA County Library

Employee Online Direct Deposit Authorization

Auditor-Controller with Internal Services Department

LA County's Celebration of the 19th Amendment

Chief Executive Office (Women and Girls Initiative) with Arts and Culture, LA County Library, Museum of Natural History, and Registrar-Recorder/County Clerk

Centralized Aid At The County Disaster Help Center

Consumer and Business Affairs with Workforce Development, Aging and Community Services

County Counsel Telework Program

County Counsel

Building Tomorrow's Fire Department

Fire

F.I.R.E.! Family Instructions for Rapid Escape

Fire

The HipPO (LACoFD Health Programs Office)

Fire

Critical Care for Most Vulnerable & COVID-19 Impact

Health Services (Integrated Correctional Health Services)

GAPP Gassing Awareness and Prevention Program

Health Services (Twin Towers Correctional Facility – Correctional Health Services)

ID Pharmacist Management of Restricted Antibiotics

Health Services (Olive View-UCLA Medical Center – Department of Pharmacy)

Institutional Rapid Recovery Protocol Outcomes

Health Services (Rancho Los Amigos National Rehabilitation Center)

LA County Remdesivir Allocation

Health Services (LA County EMS Agency)

Certificates of Recognition
(continued)

LAC Health Homes Program: A Team-Based Initiative

Health Services (LAC+USC Medical Center)

OVMC Dept. of Medicine Reducing Readmission RATE

Health Services (Olive View-UCLA Medical Center)

Peritoneal Dialysis (PD) De Novo Inpatient Program

Health Services (Rancho Los Amigos National Rehabilitation Center – Nursing & Nephrology)

Pharmacy Reducing Errors with Medication Histories

Health Services (Olive View-UCLA Medical Center)

Post Anesthesia Fast Track for Efficiency of Care

Health Services (Olive View-UCLA Medical Center – Department of Anesthesiology)

Pre-Anesthesia Clinic Conversation to Telehealth

Health Services (Olive View-UCLA Medical Center – Department of Anesthesiology)

Provider Line Wait Time Reduction TTCF

Health Services (Twin Towers Correctional Facility – Correctional Health Services)

Quest Diagnostics' Invoice Validation Process

Health Services (Diagnostic Services/Finance)

Rancho Telesitter Remote Monitoring Outcomes

Health Services (Rancho Los Amigos National Rehabilitation Center – Nursing)

Rapid Telehealth Video Launch During COVID-19

Health Services

Ready, Set, Hike! Huddle Up to Protect Patients

Health Services (LAC+USC Medical Center)

Relieving the Burn: Pharmacists Improve Treatment

Health Services (Olive View-UCLA Medical Center Pharmacy)

TeamSTEPPS Implementation at Harbor-UCLA

Health Services (Harbor-UCLA Medical Center)

When Seconds Matter-Critical Care Transport Team

Health Services (Olive View-UCLA Medical Center – Department of Emergency)

Certificates of Recognition
(continued)

Workforce Member COVID-19 Tracking

Health Services (Harbor-UCLA Medical Center)

Enhancing Countywide Employee Wellness

Human Resources

Investigations Case Management System

Human Resources with Internal Services Department

Video Interviewing

Human Resources

Countywide Online Telework Form Portal

Internal Services Department

Mask Makers: Library Skills Supply the Frontlines

LA County Library with Health Services (Rancho Los Amigos Rehabilitation Center)

DMH Help Line: Emotional Support & Veterans Lines

Mental Health

Probation Facilities Management System (PFMS)

Probation

AB109 Recidivism Data Analytics Project

Probation with Information Systems Advisory Board and Internal Services Department

AAIMM Village Fund

Public Health

AC/DC's New Single "Are you Ready?" Top Charts

Public Health

COVID-19 Contact Tracing Training Program

Public Health (Division of Organizational Development and Training)
with Workforce Development, Aging and Community Services

COVID-19 PPE Inventory Dashboard

Public Health

DPH-COVID-19 Isolation and Quarantine Legal Orders

Public Health with County Counsel

Certificates of Recognition
(continued)

DPH Youth Advisory Council
Public Health

Infection Control Practices in Dental Settings
Public Health

Online Domestic Violence Awareness Training
Public Health with Human Resources

Personal Protective Equipment – Warehouse Team
Public Health

Testing Logistics Exemplifies Exceptional Teamwork
Public Health

Video Orientation for Substance Use Treatment
Public Health

ASH Telephone Hearings
Public Social Services

DPSS Public Website
Public Social Services

Facilitating Benefit Access at PRK Sites
Public Social Services with Los Angeles Homeless Services Authority

IHSS Provider On-Line Orientation (POLO)
Public Social Services

IHSS Video Conference Assessment
Public Social Services

Processing Benefits Applications During COVID-19
Public Social Services

Implementation of Cloud-Based Call Center Platform
Registrar-Recorder/County Clerk

The IT Enterprise Command Center (ITECC)
Registrar-Recorder/County Clerk with Internal Services Department

Certificates of Recognition
(continued)

Vote Center Wait-Time Tracker
Registrar-Recorder/County Clerk

VSAP Mobile Vote Center Program
Registrar-Recorder/County Clerk

LACOURTCONNECT – Remote Appearances
Superior Court

Remote Courtroom Hearings
Superior Court

Superior Court & DCFS Juvenile Dependency e-Filing
Superior Court with Children and Family Services

Empowering Taxpayers with Operation Self-Service
Treasurer and Tax Collector

Going Once, Twice, Sold Online to Highest Bidder!
Treasurer and Tax Collector

Adult Protective Services Mobile Teams
Workforce Development, Aging and Community Services

Adult Protective Services PPE Kit Project
Workforce Development, Aging and Community Services

APS Home Safe: Homeless Prevention Program
Workforce Development, Aging and Community Services

APS Homeless Initiative Strategy D5 Pilot Program
Workforce Development, Aging and Community Services

APS Law Enforcement Liaison Program
Workforce Development, Aging and Community Services

APS Wellness/Virtual Calls
Workforce Development, Aging and Community Services

CalFresh Expansion
Workforce Development, Aging and Community Services with Public Social Services

Certificates of Recognition
(continued)

CDS Emergency Food Boxes (EFBs)

Workforce Development, Aging and Community Services

COVID Emergency Food Call Center: Aging Nutrition

Workforce Development, Aging and Community Services

COVID-19 Drive-Thru/Contactless Service Delivery

Workforce Development, Aging and Community Services

Data Dashboards for Data-Driven Decision Making

Workforce Development, Aging and Community Services

Elderly Nutrition Program Plus

Workforce Development, Aging and Community Services

Foster Youth Automated Referral System

Workforce Development, Aging and Community Services with Children and Family Services

Nutrition Customer Service – A Response to COVID-19

Workforce Development, Aging and Community Services

Re-imagining Family Caregiver Support Programs

Workforce Development, Aging and Community Services

Virtual Aging Mastery Program During the Pandemic

Workforce Development, Aging and Community Services

COVID-19 Projects

How to Use Data When Reopening

Arts and Culture

DHS Laboratories' Response to the Pandemic

Health Services (Diagnostic Services)

LAC+USC COVID Vaccine Clinic

Health Services (LAC+USC Medical Center)

Nursing Specialty Skills Survey and Dashboard

Health Services with Internal Services Department

Payroll Payment Reconciliation Audit Automation

Health Services (Financial Operations Division)

Vaccinating DHS Healthcare Heroes and Patients

Health Services

Healthy Stores Refrigeration Program (HSRP)

Internal Services Department

A Commitment to Keep LA County Dining

Los Angeles County Development Authority
with Consumer and Business Affairs and Internal Services Department

County Care(s) for Childcare Providers

Los Angeles County Development Authority with Consumer and Business Affairs
and Public Health

Rent Relief: Keeping the American Dream Alive

Los Angeles County Development Authority with Chief Executive Office

COVID-19 Safety Compliance Certificate Program

Public Health

Health Facilities Inspection – COVID Response Team

Public Health

LA County DPH - #Every10Minutes

Public Health

LACDPH COVID-19 Schools Technical Assistance Team

Public Health

COVID-19 Projects
(continued)

Liaison in the Time of COVID
Public Health

Mobilizing Peer Outreach During COVID-19
Public Health

Partnering to Vaccinate Hard Hit Communities
Public Health

Preparation of a New COVID-19 Outbreak Workforce
Public Health

Vaccinating Healthcare Workers and SNFs
Public Health with Health Services

Secure Telework Initiative
Public Social Services with Internal Services Department

Virtual GROW Orientation
Public Social Services

DSW Election Worker Program
Registrar-Recorder/County Clerk with County Counsel,
Human Resources, and Chief Executive Office

Every Vote in Media Campaign
Registrar-Recorder/County Clerk

Safe Presidential Election Plan
Registrar-Recorder/County Clerk with Public Health

Remote Court Phone Operators
Superior Court

CARES Pandemic Relief Employment Program (PREP)
Workforce Development, Aging and Community Services with Chief Executive Office,
Los Angeles Homeless Services Authority, and Public Health

LA County COVID 19 Humanitarian Jobs Project
Workforce Development, Aging and Community Services

COVID-19 Projects
(continued)

Personal Protective Equipment (PPE) Unite

Workforce Development, Aging and Community Services

WDACS PPE AAA PPE Distribution

Workforce Development, Aging and Community Services

Youth @Work PPE Assembly

Workforce Development, Aging and Community Services



Commission Chair Leadership Award Recipients
(past five years)

Sachi A. Hamai

Chief Executive Office - 2019

Lisa Garrett

Human Resources – 2019

John Naimo

Auditor-Controller - 2018

Steven Golightly

Child Support Services - 2017

Kurt E. Floren

Agricultural Commissioner/Weights and Measures - 2016

Sheryl L. Spiller

Public Social Services - 2015

Productivity Manager-of-the-Year Award Recipients
(past five years)

Elizabeth Mendez

Parks and Recreation - 2019

Susan Linschoten

Auditor-Controller - 2018

Hsiao-Ching Chen

Regional Planning - 2017

Elisa Vasquez

Community Development Commission/Housing Authority – 2016

Jennifer Coultas

Child Support Services - 2015

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Brotherhood Crusade's COVID-19 Relief Efforts:



500,000
Face Masks



1,000
Touchless Thermometers



3,000
New Pairs of Shoes
and New Clothes



10,000
Brand New
Books



3,000
Tablet Computers



\$900,000

used for Chrome Tablets,
Emergency Funds for Food,
Medicine, Utilities and
other Essential Items.



1,000

Backpacks and School Supplies



3,000

Bags of Food and
Food Vouchers



3,000

Computer
Note Books



*Brotherhood Crusade's Emergency
COVID-19 Community Response Fund
at work with your support!*

*Making a positive impact for
families affected by the pandemic*

*The Brotherhood Crusade salutes the
County of Los Angeles Productivity
and Quality Commission on it's
34th Annual Productivity & Quality Awards Program*

"Leading with Excellence"

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CELEBRATING EXCELLENCE IN PUBLIC SERVICE

Congratulations to the 2021 PQA Award winning departments and outstanding programs honored during the Quality and Productivity Commission's 34th annual awards ceremony.

This year's award-winning programs delivered outstanding public service while facing the unique challenges of a public health pandemic that continues to impact our diverse communities, county retirees and county workforce.

Today's award winners are recognized for their delivery of excellent public services that truly enrich and protect the lives of all county residents. As extended members of the Los Angeles County family, RELAC members (retired county employees) remain informed and connected through member meetings, community support projects, scholarships, special events, a RELAC newsletter and website postings, www.relac.org.

Sincere congratulations,

Evelyn Gutierrez,
RELAC Board of Directors



Congratulations!

SEIU Local 721 is a proud supporter of the
**LA County Quality &
Productivity Commission.**

We congratulate all of the
2021 Productivity and Quality Award
recipients.

DEDICATED TO RELIABLE QUALITY PUBLIC SERVICES

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ACKNOWLEDGEMENTS

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Photography Unit

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LA CHANNEL 36

QUALITY AND PRODUCTIVITY COMMISSION STAFF

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Laura Perez, Program Manager

Tammy Johnson, Program Support





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#2021PQA