



# QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

*2024 Summer Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS

### 21st ANNUAL LEADERSHIP CONFERENCE



The Quality and Productivity Commission (Commission), in collaboration with the Board of Supervisors (Board), Chief Executive Office, and Executive Office of the Board hosted the 21st Annual Leadership Conference on June 20, 2024, at the Music Center, Dorothy Chandler Pavilion-Grand Hall. The 2024 theme was "LA County on the World Stage" with an objective of fostering collaborative leadership that ensures excellence, equity, inclusion, and opportunity as Los Angeles County engages on the world stage.

True to the Conference theme, the speakers focused on the impact of the upcoming major sporting events heading to Los Angeles County, including the 2026 Men's FIFA World Cup and the 2028 Olympics & Paralympic Games.

Led by Commission Chair William B. Parent as Master of Ceremonies, attendees listened to discussions centered in collaborative leadership that fosters excellence, equity, inclusion, and opportunity. Speakers included Supervisor Hilda L. Solis (First District), Fesia A. Davenport (Chief Executive Officer), Susan Goldsmith (Principal, Deloitte Consulting LLP), Kevin McGowan (Director, Office of Emergency Management), Kelly LoBianco (Director, Department of Economic Opportunity), Kristin Sakoda (Director, Department of Arts and Culture), John T. Cooke (Assistant Chief Executive Officer, Asset Management Branch, Chief Executive Office) and Vic Nol (Director, Venue Cities Relations, LA28 Olympic & Paralympic Games).

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

# DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - July 5, 2024

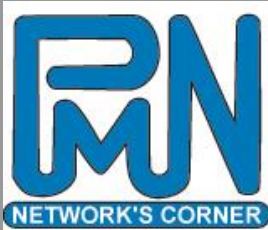
PMN Evaluation - August 7, 2024 - Burton Chase Park, Marina Del Rey

PIF Proposals due by 5:00 p.m. - October 4, 2024

37th Annual PQA - Music Center (Grand Ballroom) - October 16, 2024

PMN General Meeting and Training - November 6, 2024 (Virtual)

PMN Holiday Reception - December 5, 2024 - Location to TBA



## PRODUCTIVITY MANAGERS' NETWORK (PMN)

### General Meeting and Training May 1, 2024 (Virtual)

The General Meeting and Training of the Productivity Managers' Network (PMN or Network) was held on Wednesday, May 1, 2024. Over 36 Productivity Managers (Managers), and Commission staff attended the quarterly meeting. **Heidi Oliva**, PMN Chair, Fire Department welcomed Managers to the second meeting of the year.

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## "SPOTLIGHT" ON PRODUCTIVITY MANAGERS!



### Jennifer M. Wicks

Communications Manager  
Board of Supervisors, Executive Office

Jennifer M. Wicks serves as the Communications Manager of the Los Angeles County Board of Supervisors Executive Office. She is a motivated professional, accomplished in public information strategies, building and maintaining relationships, and organizational productivity.

A passionate public servant, Wicks has held various public affairs positions within the County of Los Angeles over the last decade, including at the Civilian Oversight Commission, the Department of Public Health and the Countywide Communications division of the Chief Executive Office. She has managed crisis communications during the COVID-19 pandemic, fatal officer shootings, and numerous public health emergencies. A team player and avid communicator, Wicks has focused her efforts on building brand awareness, grassroots public relations outreach campaigns, and community information efforts

in progressive roles.

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### Jane Lam

Staff Analyst, Health, Resource Development Unit with the Office of Planning, Integration, and Engagement  
Department of Public Health



Jane Lam has a Bachelor of Science degree in Biology from UCLA and a Master of Public Health degree with a concentration in Biostatistics and Epidemiology from USC. Jane has been serving as a Staff Analyst for the Resource Development Unit (RDU) within the Office of Planning, Integration, and Engagement at the Department of Public Health (Public Health). RDU establishes and implements the infrastructure needed to sustain and expand Public Health's budget through existing and emerging resources and grant opportunities through federal, state, local, and philanthropic support. Jane is responsible for overseeing all Quality and Productivity Commission activities for the department and supports other grant work as needed.

Prior to her work at Public Health, Jane was an Environmental Justice and Public Health Fellow at Southern California Association of Governments (SCAG); Data Analyst at USC Keck School of Medicine; Project Manager at Doctor Evidence, LLC.; and Program Manager at West Los Angeles Veterans Affairs Medical Center. She has over 8 years of experience in project management, data communication, and data analysis work. In her free time, she dedicates time to mentoring high school, undergraduate, and graduate students who are interested in pursuing higher education or need career and/or resume advice.

## WELCOME NEW PRODUCTIVITY MANAGERS!



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

Dr. Nichelle Shaw - Medical Examiner  
Allan Ochoa and Kristine Papazyan - Military and Veterans Affairs  
Chebon Marshall - Natural History Museum  
Francisco Wong Jr. - Aging and Disabilities

## 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](mailto: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.

**2024 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 2024.

[Aging and Disabilities](#)  
[Child Support Services](#)  
[Children and Family Services](#)  
[Consumer and Business Affairs](#)  
[County Counsel](#)  
[District Attorney](#)  
Economic Opportunity  
Fire  
LACDA  
Medical Examiner  
Mental Health  
Military and Veterans Affairs  
[Public Defender](#)  
Public Health  
[Regional Planning](#)  
Sheriff

To view the results of the 2023 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](#)

[Prosper LA](#)

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