



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

2023 Summer Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

20th ANNUAL LEADERSHIP CONFERENCE



The Quality and Productivity Commission (Commission), in collaboration with the Board of Supervisors and the Chief Executive Office, hosted the 20th Annual Leadership Conference at the Music Center, Grand Ballroom. The year's theme was "Winning With Trust Through Innovation" with an objective of strengthening public trust and confidence through government innovation.

Commissioner William B. Parent served as this year's Leadership Conference Ad Hoc Committee Chair and also as the Master of Ceremonies during the Conference. He welcomed over 150 attendees to the in-person Conference and hundreds more who watched via live streaming.

Supervisor Lindsey P. Horvath gave the opening remarks on behalf of the Board of Supervisors and thanked

County staff for their service and noted that they are an inspiration for all they do, especially in the face of adversity these last few years. She also spoke on how we build, secure, and maintain trust with constituents and stakeholders accountability leads and builds trust. She also underscored the need to begin with trust especially those in leadership roles in order to tackle challenges like homelessness and climate change.

Fesia A. Davenport, Chief Executive Officer, kicked off the Conference with a reminder that trust is earned and provided examples of what the County workforce do every day—through services and programs—to strengthen public trust and confidence in government. County innovations include the launch of the 988 crisis response system and the new Countywide Speakers Bureau, implementing the Guaranteed Income Program,

and enlisting promotoras to bring vital health messaging to communities.

Dr. Raphael Sonenshein (Executive Director, Pat Brown Institute for Public Affairs at California State University, Los Angeles) moderated the panel speakers (Dr. Va Lecia Adams Kellum (Chief Executive Office, Los Angeles Housing Services Authority), Dr. Jackie Contreras (Director, Department of Public Social Services), Dr. Barbara Ferrer (Director, Department of Public Health) and George Gascón (District Attorney, County of Los Angeles) to discuss what is trust and how, as leaders, they build trust in their departments and the communities they serve.

The Innovation/Technology Speaker Michael Allen (Laserfiche), defined generative intelligence (AI) and how the potential misuse of AI can impact trust in organizations as well as responsible and effective use of AI. AI can help edit documents and presentations, generate meeting notes from audio recordings, transform web development, and automate repetitive and tedious tasks, thereby increasing productivity.

Overall, each speaker added their personal experience and examples from their respective organizations on building, earning, and maintaining trust. We thank all speakers for sharing their time and expertise at this year's Conference. We also thank the Leadership Conference ad hoc Committee members - Commissioners William B. Parent (Chair), Dion Rambo (Vice Chair), Jacki Bacharach, Nichelle Henderson, Shawn Landres, Ed McIntyre, Yasmine-Imani McMorrin, Jessica Gama (Productivity Manager, Probation) and Andrea Barnes (Productivity Manager, Child Support Services) for their leadership in planning the Conference.

To see conference video, please [click here](#).

WELCOME NEW COMMISSIONER DEREK HSIEH

Commissioner Derek Hsieh was appointed to the Commission on February 23, 2023. In accordance with County Ordinance 3.51 Quality and Productivity Commission, he is one of two Labor appointees to the Commission. He is currently the Vice Chair for the Coalition of County Unions, and Executive Director at the Association for Los Angeles Deputy Sheriffs (ALADS).



The ALADS is an organization that represents approximately 8,000 Deputy Sheriff's and District Attorney Investigators employed by the County of Los Angeles. He reports directly to the ALADS President and the seven-member Board of Directors and is ultimately responsible for developing, overseeing, and carrying out the organizational policies and ensuring the overall success and effectiveness of ALADS. He leads ALADS' 25+ member staff and manage the activities of numerous professional services vendors and contractors. His reoccurring responsibilities include the annual corporate budget, oversight of all final human resource decisions, capital projects, facility management, strategic planning, communications, labor relations task & formal negotiations as well as all business functions required to accomplish organizational objectives.

Externally, he serves as fiduciary on a number of boards, panels, and committees that manage a wide spectrum of employee benefits and programs including large medical and retirement plans, coalitions of employee groups and unions, and sit as a Vice President on the Los Angeles Federation of Labor (AFL-CIO). Prior to Los Angeles County, he was a Patrol Supervisor/Officer with the Anchorage Police Department (Alaska) for over 20 years and served as Captain in the US Army for almost 16 years before that.

DATES TO REMEMBER

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

PMN Evaluation - August 2, 2023 (In-person) - Hacienda Heights Community Center

PQA Top Ten Site Visits - August 14-30, 2023

PQA Video Shoots - September 5-20, 2023

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

36th Annual - Music Center (Grand Ballroom) - October 18, 2023 (In-person)

PMN General Meeting and Training - November 1, 2023 (Virtual)

PMN Holiday Reception - December 6, 2023 (In-person) - TBA



PRODUCTIVITY MANAGERS' NETWORK (PMN)

HEIDI OLIVA 2023 CHAIR PRODUCTIVITY MANAGERS' NETWORK



Ms. Heidi Oliva a dedicated 26-year veteran with the County of Los Angeles Fire Department (Fire Department), started her career as a Student Worker and is currently the Executive Support Division Manager. As the Executive Support Division Manager, Ms. Oliva oversees the Communications; Community Outreach, Recruitment, Diversity, and Inclusion (CORDI); and Headquarters Support Sections.

The Executive Support Division provides specialized knowledge, expertise, and support to the Fire Chief and Executive Team in the creation and dissemination of internal and external communications and sustainable policies and practices. Additionally, Ms. Oliva collaborates with the Fire Chief; Executive Team; stakeholder groups (Women's Fire League, Stentorians, Bomberos and Los Bomberos, and Asian Pacific Islander); the Anti-Racism, Diversity, and Inclusion Initiative; and Women and Girl's Initiative to cultivate and foster an equitable, diverse, and inclusive workplace by implementing initiatives, programs, and campaigns through FIRE Forward to create a greater sense of belonging for all personnel and the residents we serve.

During her tenure with the Department, Ms. Oliva served as the Executive Assistant to the Fire Chief and Administrative Services Manager to the Chief Deputy of Emergency Operations, and also spent nine years as the Grants Management Section Manager responsible for needs determination, administration, and expenditure auditing for federal, State, and private foundation grants, totaling over \$10.1M annually.

Earlier in her career, Ms. Oliva spent ten years climbing the ranks in various administrative capacities serving both the Fire Department's emergency and business operations bureaus; and, was assigned to an Incident Management Team as a Finance Section Chief for six years.

Ms. Oliva received her Bachelor of Arts Degree in Psychology from California State University, Los Angeles and is also a graduate of the Los Angeles County Executive Leadership Development and Management Development Programs. Ms. Oliva participates actively in professional associations, including the Los Angeles County Management Council, Los Angeles County Women's Leadership Conference Committee, and was pleased to join the Quality and Productivity Managers' Network Executive Committee as the 1st Vice Chair in 2021 and Chair in 2023.

Ms. Oliva resides in Alhambra with her two sons.

PRODUCTIVITY MANAGER'S NETWORK General Meeting and Training May 3, 2023 (Virtual Meeting)

Heidi Oliva, PMN Chair, Fire Department, and Commissioners Derek Hsieh and Scott Palmer, QPC/PMN Co-Liaisons, welcomed Productivity Managers to the meeting.



Heidi recognized the month of May as Asian American and Pacific Islander Month, as approved by the County Board of Supervisors on Tuesday, May 2, 2023. Together we celebrate and recognize the contributions, impact, and influence that Asian and Pacific Islander Americans have made and continue to make in enriching and strengthening the County. She stated managers will hear presentations on the 36th Annual Productivity and Quality Awards and the Quality Academy Training Program.

She also welcomed and introduced Commissioners Derek Hsieh and Scott Palmer to the meeting.

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

"SPOTLIGHT" ON PRODUCTIVITY MANAGERS!



Dr. Pattie Soltero Sanchez, DNP, RN, CPHQ
Associate Chief Quality & Informatics Officer
Rancho Los Amigos National Rehabilitation Center

Dr. Soltero Sanchez earned her Associate's degree in Nursing from East Los Angeles College in 1990, and began her nursing career at Los Angeles County + USC Medical Center in the Pediatric Emergency Department.

Dr. Soltero Sanchez continued her education by earning a bachelor's degree in Nursing and master's degree in Organizational Management from the University of Phoenix. In 2021, Dr. Soltero Sanchez completed a Doctorate degree in Nursing Practice at California Baptist

University. She is also board certified in healthcare quality.

Dr. Soltero Sanchez was the recipient of the DAISY Award for nursing excellence in 2008 and recognized as a Nurse Leader by "Working Nurse Magazine" in 2012. In 2013, she was recognized by the California State Legislature for participating at the Adelante Mujer Latina conference where she spoke about nurses and the profession of nursing. Dr. Soltero Sanchez was awarded the Patient Safety Image Award at the 2013 Los Angeles County-Department of Health Services, Patient Safety Conference. In 2017, she was recognized by the University of Phoenix as a Distinguished Alumni. In 2019, she was awarded the Outstanding Alumni Award from East Los Angeles College. Dr. Soltero Sanchez was recently recognized by the National Association of Counties and First District Supervisor Hilda L. Solis for her implementation of a DHS nurse-run clinic at the Emergency Intake Site in Los Angeles providing healthcare to the unaccompanied children crossing the US/Mexico border alone.

WELCOME NEW PRODUCTIVITY MANAGERS!



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

Ashley Liang - Aging and Disabilities Department
Mike Pirolo - Auditor-Controller
Inna Sarac - Fire Department
Benjamin Feldman - First Supervisorial District
DeAnna James - Internal Services Department
Kristine Papazyan and Zuleyda Santana - Military and Veterans Affairs
Leslie Negritto and Roshanna Sabaratnam - Museum of Natural History
Nichole Alcaraz - Treasurer and Tax Collector

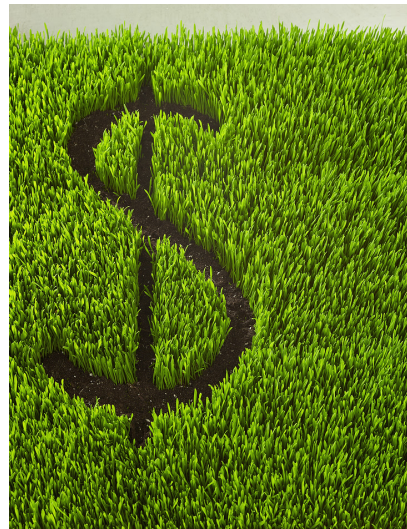
PRODUCTIVITY INVESTMENT FUND

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](#).



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 - Virtual

[Animal Care and Control](#)

Arts and Culture

[Assessor](#) - In-Person

[Auditor-Controller](#) - In Person

[Beaches and Harbors](#)

Children and Family Services

[Health Services](#)

[Human Resources](#)

LA County Public Library - Virtual

Museum of Art

[Museum of Natural History](#)

[Parks and Recreation](#)

[Public Works](#)

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](#)

[Prosper LA](#)

